



Indian Institute of Information Technology, Sri City, Chittoor

NOTICE INVITING E-TENDER

No.: IIITS/NIT/AMC/AC/2021/012, Dt. 03.12.2021

Sub: - Notice for e-tenders for the Comprehensive AMC of Air Conditioners installed at Academic Block of Indian Institute of Information Technology Sri City, Chittoor at various locations.

E-Tenders are invited from bonafied and resourceful agencies / companies on Government e-Marketplace portal for “**Comprehensive Annual Maintenance Contract (AMC) of VRV System Air Conditioners**” as per the schedule mentioned in below table.

Detailed description of requirements and Terms & Conditions of the contract are mentioned under relevant sections of this tender. Tender document (including additional documents) is available online at GeM Portal (<https://gem.gov.in>) as well as on the IIIT Sri City Website i.e., <https://www.iiits.ac.in/tenders/>. Bidders are advised to read tender document and check their eligibility before participating in the bid.

Quantity and specifications of the items are mentioned in **Annexure A**.

TENDER SCHEDULE

Bid Issue Date	December 3, 2021
Last Date & Time for Submission of e-Tender	As per Bid specifications uploaded on GeM Portal
Date & Time of Opening online Tenders	As per Bid specifications uploaded on GeM Portal
Earnest Money Deposit (EMD)	As per Bid specifications uploaded on GeM Portal
Type of Bid Submission	Two bid system through GeM Portal

Date: December 3, 2021

Place: IIIT Sri City

**Sd/-
Registrar i/c**

Signature of the tenderer with seal

PART "A": NIT DETAILS

1. **Tender Documents:** The interested parties may collect the tender documents from the online at GeM Portal (<https://gem.gov.in>) and also download from IIIT Sri City web-site (<https://www.iiits.ac.in/tenders/>).
2. Bidders are advised to visit the website frequently to find any addendum/ Corrigendum issued or extension of due date for submission, etc. No separate intimation will be issued /advertised in this regard.
3. The interested bidders shall submit their technical and financial bids through online mode in www.gem.gov.in/ only before the due date and time as mentioned in bid specifications. No other mode of submission is acceptable.
4. **Earnest Money Deposit:**
 - a. The Earnest Money Deposit amounting to Rs. 19,500/- (Rupees Ten thousand only) must be credited in the form of NEFT/RTGS to "IIIT Sri City Chittoor Opex Account" (A/c. No. 38329375681, IFS Code. SBIN0016527, (16527) - Sri City (Mallavaripalem), 115, Peepul Boulevard Sri City, Chittoor District, AP-517 646.
 - b. EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder shall be refunded after furnishing the performance security as per terms of the tender.
 - c. The amount of EMD is liable to be forfeited if the bidder withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Bank Guarantee.
 - d. No interest will be paid on the EMD / Performance Bank Guarantee.
 - e. The Bidders will have to upload a scanned copy of Payment details towards EMD and the same will be accepted only on verification and confirmation by the Institute.
 - f. Any delay in credit will not be entertained by the IIIT Sri City Chittoor.
5. **Performance Bank Guarantee:**

The successful tenderer, on whom order will be placed, has to submit a performance security of 10% (**Ten Percent**) of the order value, (rounded-up to nearest Rs.10/-) in the prescribed form within 7 days of receipt of Work Order/ LoA. Performance security shall be submitted in the form of Demand Draft or in the form of Bank guarantee from any Nationalized / Scheduled Bank in favour of the IIIT Sri City, Chittoor.

Performance security should remain valid for a period of two months beyond the date of completion of all contractual obligations of the successful tenderer. No interest will be payable on the Performance Security deposited. In case the contractor fails to provide satisfactory service, the Performance Security submitted by the tenderer is liable to be forfeited.
6. Comprehensive AMC will cover three years on site service maintenance of Air Conditioners including quarterly preventive maintenance and Corrective maintenance and repair as per the requirements. This should also include two (2) wet cleaning (one (1) each at the start and end of the summer season) and one (1) dry cleaning after 1.5 months of 1st wet cleaning which will be free of cost.

7. AMC will start first Preventive, and Corrective Service and payment will release quarterly after receiving the service reports and bills.
8. **Scope of Work:** This Comprehensive contract includes replacement of faulty spares like Compressors, starting Capacitors, Running Capacitors, Relays, Thermostats, Fan Capacitors, Fan Motors, Selector Switches, Power Contactors, Control Contactors, Stabilizers, Fan blades, Electronic Control Circuitry, Remote Control Units etc., at Contractor's cost including Gas Charging and attending all complaints and breakdowns of air-conditioners. The Servicing, repair and labour charges of the air conditioners will be included in the AMC.
9. The replacement of any equipment should happen on written confirmation from the OEM that equipment is not repairable and the institute will bear the cost of replacement of the equipment. No charges of any sort other than the spare parts/equipment shall be payable.
10. Any other charges, such as parking and forwarding, delivery charges, TA/DA, Sales tax, etc. if any should be included in AMC Contract.
11. The bidder should replace the equipment with an equivalent compatible brand in case of non-repairable found during the AMC period. The bidder should be fully responsible for the proper functioning of the air conditioners during the AMC period.
12. **Contract period & Renewal:** The initial contract period will be for three (3) years that could be extended further subject to the approval by the Competent Authority with the same terms & conditions of the NIT as mutually agreed upon by both the parties (IIIT Sri City and AMC Contractor) based on institutional needs, satisfactory performance and/or fulfillment of contractual terms & conditions by the contractor/agency. The contract shall be automatically expired at the end of contract period.
13. The bidder should attend the call on the same day of informed by 11:45 Hrs and latest in 24 hours from the registration of the complaint, failing which the applicable penalty shall be applicable.
14. **Penalty:** The AMC provider should attend to and resolve the reported issues/repairs at the earliest or within the prescribed deadline of maximum 24 hrs. And, will have to provide alternative arrangements/backup until the problem is fully resolved.
 - a. Failing to comply this, a repair/service will be availed from the outside and the billed amount of which shall be deducted from quarterly bill of the AMC provider. Additionally, a penalty towards liquidated damages @ 0.5% of AMC value of particulars with maximum up to 10% of the contract value shall also be deducted.
 - b. On repeated non-compliance issues, the AMC contract may also be terminated, the bidder may be blacklisted for three (03) years and payment of the AMC period will not be paid. This institute will not be liable for the same.

15. IIIT Sri City reserves the right:

- a. to accept or reject any or all quotations either in whole or in part or to invite revised price bids or to annul the bidding process or to postpone and/or extend the date of receipt/opening of quotation or to withdraw the same at any time before finalization without incurring any liability to the affected Tenderer / Bidder.
- b. The Director, IIIT Sri City does not bind himself to accept the lowest or any quotation and reserves to himself the right of accepting the whole or any part of the quotation without assigning any reason. And, the Tenderer/Bidder shall be bound to perform the same at the rates quoted.
- c. to postpone and/or extend the date of receipt/opening of quotation or to withdraw the same, without assigning any reason thereof.
- d. to obtain feedback from the previous/present clients of the bidder by contacting them or by visiting their site to get first-hand information regarding the services (being) provided by the bidder.
- e. IIIT Sri City reserves the right to change the quantity or add the item or cancel the item/service required.

16. Site Visit: Every Tenderer/Bidder is expected to inspect the site/locations between Monday to Saturday from 10:00 Hrs to 16:00 Hrs except Sunday and Govt. holidays, to ascertain the exact requirement of the Institute, at his own cost before quoting the rates. It will be construed that the bidder has inspected the site and satisfied himself with the Institute's requirements, site conditions, and other relevant matters.

17. Financial Evaluation: The Financial Bid (Tender) should be submitted strictly in the prescribed Annexure 'A' and should remain valid for a minimum of Two (2) months.

- a. Financial bids, which are incomplete and are not submitted in the prescribed format, will be summarily rejected.
- b. The Financial bid should clearly contain the details (without erasers/overwriting etc.) as mentioned in the form.

18. SUMMARY OF REJECTION OR DISQUALIFICATION OF BIDS

- a. Applications received after the stipulated deadline
- b. Any bid in which rates have not been quoted in accordance with the specified formats/details as specified in the bid document.
- c. If any bidder has filled more than one bid.
- d. If unclear, poorly scanned copies are uploaded and received.
- e. Conditional proposal/bid will not be accepted and will be rejected outright.
- f. Canvassing in any form will make the quotation liable to rejection.
- g. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the qualification document.
- h. Record of poor performances such as, abandoning work, not properly completing the work, or financial failures / weakness etc.

19. QUERIES & RESPONSES

Queries related to the stated above should be submitted at pmc.2021@iiits.in only till 15.12.2021 up to 17:00 Hrs. Queries submitted after due date and time, and on any other email id will not be entertained. The response to the queries will be given within 1-2 days by email after the last date of submission of queries.

20. DELIVERY: Work shall be commenced immediately soon after receipt of this work order.

Location: Indian Institute of Information Technology, Sri City, Chittoor
630, Gnan Marg, Sri City, Chittoor District,
Andhra Pradesh – 517646, India.

21. WARRANTIES: The parts of the complete VRV System (Daikin make) replaced which are not repairable are to be guaranteed for trouble free operation, maintenance and service. The warranty should cover defects due to faulty manufacture, workmanship or material for 1 year from the date of commissioning and handed over with the requisite documentation.

22. Following registers are to be maintained by technicians at Head office without fail:

Service / Breakdown Register: The air conditioners serviced / maintained / repaired have to be recorded in a register and endorsement from Concerned Officer In-Charge at IIIT Sri City has to be obtained in the register. Further, service reports are to be made after carrying out periodical servicing and endorsement (Sign & Seal) needs to be obtained from Concerned Officer In-Charge at IIIT Sri City.

Complaint Register: All complaints received with respect to air conditioners under CAMC are to be recorded with time and date of receipt, as and when complaints are received from IIIT Sri City.

A **log book** of defects rectified during the maintenance period shall be maintained by the contractor and will be available at site of work for inspection by the concerned officer In-charge or his representative.

23. All work and materials brought and left upon the ground by the contractor or by his orders for the purpose of forming part of the works, are to be considered to be the property of the IIIT Sri City and the same are not to be removed or taken away by the contractor or any other person without consent in writing of the Engineer-in-charge, but the IIIT Sri City is not to be in any way responsible for any loss or damage which may happen to or in respect of any such work or materials either by the same being lost or damaged by weather or otherwise.

24. Structural Alterations to Buildings: No structural member in the building shall be damaged/altered, without prior approval from the competent authority through the Engineer- in-charge. Structural provisions like openings, cutouts, if any, provided by the department for the work, shall be used. Where these required modifications, or fresh provisions are required to be made, such contingent works shall be carried out by the contract at his cost. All such openings in floors provided shall be closed by the

contractor after installing the cables/conduits/rising mains/GI&MS Pipe etc. as the case may be, by any suitable means as approved by the Engineer-in-charge without any extra payment.

25. The contractor shall take care of all safety precautions pertaining to work, such as scaffolding, ladder, working platforms, gangways, electric arc/ gas welding, use of hoist and construction machinery.
26. On account of security consideration, some restrictions may be imposed by the security staff on the working and/ movement of men and materials etc. The contractor will be bound to follow all such restrictions/ instructions and he shall organize his work accordingly. No claim on this account, whatsoever, shall be payable.
27. The contractor will take all precautions to avoid accidents by providing suitable mechanism. He will be responsible for all damages and accidents caused to existing/ new work due to negligence on his part. No hindrance shall be caused to occupants during the execution of the work.
28. The contractor will hand over the entire equipment in good working condition to the IIIT Sri City /successive contractor after completion of the contract period.
29. **PAYMENT TERMS:**
 - a. No advance payment will be made. Payment will be initiated only after receipt of quarterly report from the bidder and certification from the official concerned from IIIT Sri City.
 - b. Quarterly payment on receipt of certified report along with RA Bill on completion of each quarter. 100% payment shall be made in full within 30 days.
 - c. All taxes must be clearly mentioned in financial bid.
 - d. No escalation of prices for services will be entertained later in any case.
30. **TAXES AND DUTIES:** The Rates unless otherwise specified, will be deemed to include sales tax, excise duty, octroi, sales tax or GST or any other taxes and duties, which are in force or may be levied by the Central/State/Local Governments from time to time, on the production and sale of the goods.
31. **JURISDICTION:** All the disputes arising out of this order shall have exclusive jurisdiction of Chittoor, Andhra Pradesh only.
32. **FORCE MAJEURE:** IIIT Sri City, Chittoor may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that the delay, in performance or other failure to perform its obligations under the contract, is the result of a force majeure.
33. **ARBITRATION:** All disputes of any kind arising out of supply, commissioning, acceptance, warranty maintenance etc., shall be referred by either party (IIIT Sri City, Chittoor or the bidder) after issuance of 30 days' notice in writing to the other party clearly mentioning the nature of dispute and will be referred to the arbitrator to be nominated by The Director, IIIT Sri City, Chittoor. The Venue for arbitration shall be Chittoor District, Andhra Pradesh – 517 646.

Director, IIIT Sri City reserves the right to accept or reject any or all the Tenders without assigning any reason.

PART "B": ELIGIBILITY CRITERIA

1. Bidders who fulfill the following requirements shall only be eligible to apply
 - a. **Joint ventures/ Consortiums are not eligible.**
 - b. **Company / Firm / LLP are eligible.**
 - c. **Minimum Eligibility Criteria for submission of bid documents:**

The bidder must have total five (5) years of experience of having successfully completed similar works out of which three (3) years in any University, reputed educational institute, Government Organizations and reputed companies ending last day of receipt of tenders. Without required experience party will not be considered in this tender:

 - I. Three (3) similar works completed costing not less than **Rs. 5 lakhs** each
OR
 - II. Two (2) similar works completed costing not less than **Rs. 8 lakhs** each
OR
 - III. One (1) similar works completed costing not less than **Rs. 10 lakhs**
Similar work shall mean: On-site Annual Maintenance of Air Conditioners including quarterly preventive and corrective maintenance and repair as per the client requirements.
2. **Performance / Work Experience:** Bidders must submit the documentary proof in support of meeting the minimum eligibility criteria in the technical bid of the tender. Simply an undertaking by the bidder for any item of the eligibility criteria shall not suffice the purpose.
3. The rates quoted should be on firm and fixed basis and no variation of prices shall be entertained.
4. **Selection Procedure:**
 - a. **First Stage:** The technical bids will be opened on due date and time as mentioned above. Evaluation will be done as per the submitted documents in respect to the Minimum Eligibility Criteria as mentioned as above.
 - b. **Second Stage:** The price bid will be opened only of those vendors who meet the minimum qualifying criteria in First Stage and evaluated.
5. Execution of electrical works shall be as per tender conditions and technical specification, relevant IS and code of practice in conformity with the Indian Electricity Act, 1910 and the Indian Electricity Rules, 2005 amended up-to-date, CPWD specifications for electrical works Part -I (Internal), 2013, Part - II (External), 1994 as amended up-to-date of receipt of tender and other regulations and safety codes applicable at Sri City.

PART “C”: DOCUMENTS TO BE ATTACHED for TECHNICAL BID

The technical bid should not contain any price information. It comprises the signed tender document along with the following documents.

- a. Firm Registration Certificate
- b. Certificate of Registration for GST
- c. Permanent Account Number (PAN)
- d. EPF/ESI registration certificates (If any)
- e. Certificate(s) of experience for the value mentioned.
- f. Any other documents that bidder feels necessary in support of his candidature.
- g. All annexures as attached in this tender.

Annexure 1: Bidders Details

Annexure 2: Declaration Regarding Black-Listing and/ Or Litigations

Copy of Price Bid is attached along with this tender for reference ONLY. Rates to be filled separately and upload the same through GeM portal.

Annexure –1

DETAILS TO BE FURNISHED BY THE BIDDERS

1. Name of the Firm/Company:
2. Class of Registration with validity date:
3. Value of Registration:
4. Address for Communication:
5. Telephone/ Mobile No.:
6. E-mail:
7. Details of Proprietor/partner/Director
8. PAN, TIN Number, GST Registration of the Firm/Company:
(Copies to be attached)
9. GST Registration No.:

This is to certify that the above facts are true complete and correct to the best of my knowledge and belief. Further, it is certified that I/We have read and understood the terms and conditions of the Tender Notice.

I/We give an undertaking and give our unconditional and unequivocal acceptance of all terms and conditions of the Tender and agree to abide by these terms and conditions.

Name and Signature of the Firm/Company

Seal of the Firm/Company

Signature of the tenderer with seal

Annexure-2

Declaration regarding black-listing and/ or litigations

I/we hereby declare that our firm/agency is not black-listed by any Ministry or Department of Central Government/State Government or PSU or other bodies under the Central Government/State Government. I/we further declare that no criminal case is registered or pending against the firm/company or its owner/partners/directors anywhere in India.

Date the day of 2021

Signature of Bidder

Name & Address of Bidder

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Annexure – 3

FORM OF BANK GUARANTEE BOND

1. In consideration of Indian Institute of Information Technology Sri City, Chittoor (hereinafter called "The IIIT Sri City, Chittoor") having agreed to exempt (hereinafter called "the said Contractor(s)") from the demand under the terms and conditions of an Agreement dated _____ made between _____ and _____ for _____ (hereinafter called "the said Agreement of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs. _____ (Rupees _____ only).
We, _____ (hereinafter referred to as "the bank" (indicate the name of the bank) at the request of _____ [Contractor(s) do hereby undertake to pay the IIIT Sri City Chittoor an amount not exceeding Rs. _____ against any loss or demand caused to or suffered or would be caused to or suffered by the IIIT Sri City Chittoor by reason of any breach by the said Contractor (s) of any of the terms or conditions contained in the said Agreement.
2. We _____ do hereby undertake to
(Indicate the name of the bank)
pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Indian Institute of Information Technology Sri City, Chittoor stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the IIIT Sri City, Chittoor by reason of breach by the said Contractor (s) of any of the terms or conditions contained in the said Agreement or by reasons of the Contractor (s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.
3. We, undertake to pay to the IIIT Sri City, Chittoor any money so demanded notwithstanding any dispute or disputes raised by the Contractor (s) / Supplier (s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Contractor (s) / Supplier (s) shall have no claim against us for making such payment.
4. We, _____ further agree that the Guarantee herein contained (indicate the name of Bank) shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the IIIT Sri City, Chittoor under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the authorized officer of the IIIT Sri City, Chittoor certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor (s) and accordingly of the said Agreement have been fully and properly carried out by the said Contractor (s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing

on or before the expiry of 6 months of completion of contract we shall be discharged from all liability under this guarantee thereafter.

5. We further agree with the IIIT Sri City, Chittoor, that the IIIT Sri City, Chittoor Shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time to performance by the said Contractor (s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IIIT Sri City, Chittoor against the said Contractor (s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor (s) or for any forbearance, act or commission on the part of the IIIT Sri City, Chittoor or any indulgence by the IIIT Sri City, Chittoor to the said Contractor (s) or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision, have effect of so relieving us.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor (s).
7. We lastly undertake not to revoke this guarantee during (indicate the name of bank) its currency except with the prior consent of the IIIT Sri City, Chittoor in writing.

Dated the Day of21

For
(indicate the name of bank)

END OF TENDER
