

NATIONAL INSTITUTE OF FASHION TECHNOLOGY KANNUR



Quotation for Annual Maintenance Contract (AMC) / Comprehensive Annual Maintenance Contract (CAMC) for Air Conditioners in NIFT Kannur campus.

No. NIFT/KNR/Maintenance/AC/2023

Dt. 17.03.2023

Time schedule of the quotation process

Date of publication of quotation Notice	17.03.2022
Last date for receipt of duly filled in quotations	23.03.2023 up to 14.00 hours
Date and time of the opening quotations	23.03.2023 at 16.00 hours

Note: This document contains 14 pages. The bidders are requested to sign on all the pages. Quotation shall be given in two parts; PART A and PART B as given in ANNEXURE I. PART-A is mandatory and PART-B is optional. The cover containing quotation document shall be sealed and submitted superscribing on the cover "Quotation for Annual Maintenance Contract for ACs. The quotation shall be submitted to Director, NIFT Kannur campus, Dharmasala, Mangattuparamba, PO. Kanool Kannur-670562.

Mangattuparamba, Kannur– 670 562.

Phone: 91-497- 2934781

Web: www.nift.ac.in/kannur

Quotation for AMC / CAMC for Air Conditioners in NIFT Kannur Campus machines

1. Invitation of quotations:

Sealed quotations are invited from experienced service providers with minimum two years' experience for maintenance service of Air conditioners (ACs) installed in various locations in NIFT Kannur Campus, on Annual Maintenance Contract (AMC) / Comprehensive Annual Maintenance Contract (CAMC) basis. Interested service providers who have GST registration may submit quotation in the prescribed format. Quotation forms may be downloaded from NIFT Kannur website <https://nift.ac.in/kannur/tenders>.

The quotation may be submitted to Director, National Institute of Fashion Technology, NIFT Kannur campus, Dharmasala, Mangattuparamba, Kannur 670562 by post/ courier / by hand.

Quotation shall reach NIFT before 14.00 hours on 23.03.2023. Quotations will be opened on the same day at 16.00 hours.

For enquiries/clarification you may contact:

- Shri Prakash B, Electrician (mob:9643742572) OR
 - Shri D. Srinivasa Reddy, Purchase Officer (phone: 0497-2780431)
- (From 10.00 hours to 14.00 hours on all working days up to 21.03.2023)

2. Scope of Work:

At present there are 102 units of split ACs of different capacity (1.0 Ton / 1.5 Ton / 2.0 Ton) and of different makes (Panasonic / Videocon / Godrej / Blue Star / Lloyd / Hitachi / LG / Toshiba) and 5 numbers at Auditorium Ductable split AC (8.5 Ton, 7.5 Ton, 5.0 Ton) of Hitachi Make installed in various locations in NIFT Kannur campus (Refer: PART A).

2.1 The scope of AMC / CAMC includes but not limited to:

- Regular maintenance of all AC units installed in the campus for one year from the date of executing agreement, to keep all AC units installed in the campus in perfect working condition.
- Quarterly preventive maintenance (items specified separately but not limited) of all the ACs as listed separately below.
- Attending all breakdown calls (verbal/written) promptly within the prescribed time limit.

3. Evaluation of quotations:

Price quote contains two parts; PART A-for quoting AMC / CAMC charges as per the scope of work and PART B for quoting General requirements / quoting per unit cost for supply, installation, testing and commissioning of condensers, capacitors, PCB boards and compressors and fill gas as and when required (14 items). Price quote in PART-A only will be considered for price comparison for deciding the contractor. The AMC contractor will be decided on the basis of least cost to NIFT. NIFT reserves right to take AMC or Comprehensive AMC.

PART-B is optional and is meant only for rate analysis for NIFT's use. Price quote in PART B will not be considered for comparison purpose. NIFT reserves the right to negotiate with the AMC contractor for supply, installation, testing and commissioning of the items mentioned in PART B whenever such work arises and to place order on such contractor if found acceptable.

4. Terms and Conditions:

- 4.1 The selected contractor shall, within 7 days of issue of Letter of Acceptance (LOA), furnish Security Deposit for an amount equal to 10 *per cent* of the contract amount agreed upon. The Security Deposit shall remain with NIFT till 60 days after satisfactory completion of the contract. The Security Deposit will not bear any interest.
- 4.2 The selected bidder shall, after furnishing the security deposit and within 7 days of issue of Letter of Acceptance (LOA), execute an agreement for due performance of the contract in Kerala Stamp paper of value Rs.200/-
- 4.3 The contract is valid for a period of one year from the date of execution agreement. The contract may be extendable for one year each for two more occasions subject to satisfactory performance of the contract.
- 4.4 The rate agreed to will be valid for the entire period of contract. Proportionate deduction will be made if any AC is removed from operation during the AMC period.
- 4.5 Contractor shall prepare a maintenance schedule before commencement of the AMC in consultation with the Electrician. Any delay beyond the schedule will attract penalty of 1% of the AMC amount per day of delay or part thereof subject to maximum 10% of the AMC amount.
- 4.6 The contractor shall be bound to attend all breakdown services of ACs, within 36 hours of intimation of break down. Communication in this regard over telephone/ mobile phone/ Email by the Electrician / Building Section or any other person authorized by the Director in this behalf shall be treated as formal intimation.
- 4.7 Ordinarily, a complaint must be attended and completed within 4 hours whenever no change of part is involved. In case the service request is communicated after office hours such complaints are to be attended before 12 noon next day. In case of requirement of change of spare part, the complaint may be attended within 36 hours of its receipt. Chances for delay if any, on justifiable grounds shall be intimated to the Electrician / building section in advance. Any delay for more than 36 hours without recorded approval of the Electrician / Building Section will attract compensation at the rate of Rs.300/- per day per AC subject to a maximum of Rs.1500/- on the contractor. If the complaint is not rectified within 5 days NIFT shall have the right to get the complaint rectified through any other agency and the amount shall be recovered from the contractor.
- 4.8 Completion of break down works shall be duly acknowledged by the user of the AC, OR the person in charge of the location of the AC.
- 4.9 Cost for replacement of spare parts will be extra on the basis of inspection report (essentiality report) of the contractor duly certified by the Electrician / Building section.
- 4.10 The spare parts used for replacement shall be of the same make/quality as of the originally installed AC and procured from authorized dealer/ service center of the AC with OEM

warranty, as far as possible. In the situation of non-availability of spare parts of the original make general spares which suits the AC with warranty may be used. This however shall be done only with the written approval of the Electrician / Building Section. All items of spares shall be brought to site in original packing.

- 4.11 All dismantled/replaced/taken back spare parts are to be deposited with the Electrician / authorized representative of NIFT Kannur. Details of such dismantled/replaced/taken back items are to be entered in the register (demolition/ dismantled register) & signed by the both parties.
- 4.12 Before attending the routine/ breakdown service, the Contractor should take due permission from the concerned section in charge/ HOD of the department and demonstrate the due working/performance of the AC units to such person after servicing.
- 4.13 Periodical feed-backs will be collected from head of the user department/HOD in regard to performance of ACs in the respective departments to assess the quality of service.
- 4.14 Replacement of parts shall be made only with prior written approval of the competent authority / Electrician. The contractor shall maintain a log book for services and repairs carried out and the entries shall be attested by the Electrician.
- 4.15 There shall be a maintenance register to be kept in custody of the Electrician in which the Contractor shall enter the details of work done, parts replaced if any and specific remarks if any with date, after completing the work. The entries shall be attested by the Electrician / Building Section.
- 4.16 During the routine/ breakdown service of ACs, the Contractor should take sufficient measures for the safety of the technicians and workers engaged by him in such maintenance activities and the Contractor only shall be responsible for any loss or damage caused to him or the people deputed by him in this regard.
- 4.17 The Contractor shall be responsible for damages or losses that may occur to the AC units or any other equipment's or assets of NIFT Kannur due to careless/ improper handling or faulty/ improper adjustments during the course of contract service and would be bound to compensate such losses/damages.
- 4.18 The Contractor shall be liable to pay compensation for any loss and damage caused to the property of NIFT Kannur or its students by the Contractor or his workers. The Contractor shall personally be responsible for the conduct of his staff and in case of any complaint against any staff; Contractor will be under obligation to change the worker when instructed by authority. The contractor shall observe all laws, rules and regulations of the government and will be responsible for any prosecution or liability arising from breach of any of those laws, rules and regulations. NIFT Kannur will not hold any responsibility with regard to staff on the role of the contractor what so ever.
- 4.19 The Contractor and his staff shall follow the rules, regulations and discipline of NIFT in force and instructions issued from time to time. NIFT Kannur will have the right to take

action against the contractor for violating the same.

- 4.20 AC Units for repairs out-side of the campus shall be taken only with the written approval of the Electrician / Building section duly preparing the Gate Pass. Units taken out of the office premises for the service at workshop shall be returned at the earliest & in any case, within a week time. In case of further delay justifications shall be submitted to the Electrician in writing for approval.
- 4.21 Violation of any terms and conditions of this contract agreement by the contractor will constitute breach of contract and in such event the security deposit furnished by the contractor will be liable to be forfeited besides automatic termination of the contract with immediate effect. The Contractor will have no claims what so ever on the Institute.
- 4.22 NIFT reserves the right of altering the scope of work by adding to or omitting any items of work and such alterations and variations shall not constitute a breach of contract.
- 4.23 In the event the contractor fails to execute the work under this contract in whole or in part, alternative arrangement will be made by NIFT Kannur, at the risk and cost of the contractor besides any suitable fine/ penalty.
- 4.24 NIFT will not be liable for any liability arising on account of non- compliance/violation of any such Acts. If any such claim is arisen NIFT shall deduct such amount from the bill/invoice of the contractor; and if the bill amount is not sufficient to recover the full amount claimed such balance amount will be adjusted from the security deposit furnished by the contractor to the extent available.
- 4.25 **Dress Code:** The workers/supervisors should be properly dressed (preferably uniforms with company's logo and Identity cards).
- 4.26 All letters posted to the contractor on the address given by the contractor /email send to the given e-mail ID will be considered to be valid correspondence delivered in time.
- 4.27 In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay compensation to NIFT for rectifying the inferior works done as determined by NIFT. In case all payments due to the contractor have been made any compensation of the above nature will be deducted from any other sum due to the Contractor on any other work within the campus.
- 4.28 Contractor will be solely responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims on this account. The Contractor shall indemnify the Institute from any claims arising out of accidents, disabilities of any nature or death arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor.
- 4.29 The contract amount/rate is all inclusive. No extra payment will be made by NIFT for providing technician team as and when required for repairing/ overhauling the units at site or in contractor's workshop (if required)or towards transportation etc.

4.30 Any action on the part of the tenderer to influence any officer of the institute or canvassing in any form shall make the tender liable for rejection.

4.31 NIFT reserves the right to terminate the contract after giving 15 days' notice in writing in case the contractor fails to provide services continuously for a period of 15 days.

4.32 **Payments:** Contract amount will be paid on quarterly basis against submission of bill/invoice (for one-fourth of the contract amount) by the contractor duly certified by the Electrician / Building Section for having successfully serviced the ACs. Feed-back from the head of the user department/HOD on the services will be reviewed.

4.33 The Electrician shall certify that monthly and quarterly preventive maintenance of all ACs have been done and that no break down calls is remaining unattended for more than 24 hours. The original bills/ vouchers of purchase of spare parts shall be attached with the quarterly claims.

4.34 It will be the sole responsibility of the Contractor to abide by the provisions of all relevant Acts that govern the nature of works involved in the contract and in respect of the workers engaged by him for performance of this contract. For instance:

- Child Labour (Prohibition & Regulation Act)
- Workmen Compensation Act
- Contract Labour Regulation & Abolition Act
- Industrial Dispute Act
- Minimum Wages Act
- Employees' Provident Fund Act

4.35 The Monthly /Quarterly services include but not limited to the following services/ activities:

- ✓ Cleaning of air filters, indoor unit grills & filters through air blower.
- ✓ Cleaning of the indoor unit body by wiping out the dust etc. with wet cloth
- ✓ Preventive Maintenance for all ACs installed at all the stations as given Preventive Maintenance schedule.
- ✓ Inspection and Cleaning of filters as per unit maintenance manual – all material required will be provided by the contractor
- ✓ Cleaning with scrub and soapy water of the complete air conditioner
- ✓ Cleaning of chilling and condenser coil with water jet spray
- ✓ Check & adjust thermostat
- ✓ Check all controls and electrical wiring and connections
- ✓ Check for noise and vibrations (both indoor & out Door units)
- ✓ Removing rubbish & dust accumulation from outdoor coil fins.
- ✓ Check voltage and ampere drawn by the ACs
- ✓ Visual inspection of compressor
- ✓ Checking capacitor

- ✓ Checking refrigerant and top-up if required
- ✓ Checking condensate drain and pan for proper flow of condensate water
- ✓ Overall check of the AC for any abnormal sound, vibration etc. Any abnormality observed during the preventive maintenance shall be attended promptly without any time delay within 24 hours
- ✓ Replacement of filter if found damaged/ unusable.
- ✓ Checking select or switch, thermostat, relays, remote control etc.
- ✓ Checking motor bushings.
- ✓ Checking ground connections.
- ✓ Cleaning of blower and condenser fan.
- ✓ Cleaning the evaporator & condenser coils.
- ✓ Checking and tightening of nuts & bolts.
- ✓ Oiling the motors.
- ✓ Checking of the drive motors and fans.
- ✓ Overhauling of the AC, with chemical washing process.
- ✓ Checking cooling efficiency.
- ✓ Checking Firmness of the Supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.,
- ✓ Greasing of blower motors and all moving parts
- ✓ Replacement of any component of air conditioners (Outdoor and indoor units, inlet and outlet Pipelines, electrical connections etc.) found defective after the above checks and tests.
- ✓ All replacements of failed compressors shall also carry a standard warranty as per general practice. Local and cut, open/ welded and repaired compressor shall not be accepted. The work of replacement of the compressor should be got done from the authorized dealer of the compressor manufacturer only
- ✓ All the overhauling and repair jobs carried out on the equipments shall be of good quality and up to the entire satisfaction of the officer/ Engineer in-charge.

DIRECTOR

ANNEXURE – I

GENERAL INFORMATION
(To be filled in by the Applicant)

1. Name of the firm/applicant:
2. Complete Office Address:
(With contact number & email ID)
3. Type of Organization: proprietorship / Partnership / any other
4. Year of establishment:
5. Name and address of the authorized signatory / Contact person for this tender:
6. Details of supporting documents enclosed duly self-attested:

Sr. No.	Registration Under	Registration No.	Valid up to	Proof enclosed in Page No:
1	Firm Registration details			
2	GST Registration			
3	PAN			
4	Others if any			
5				

(Self- attested copy as proof of the above must be attached. Original documents should be provided for verification purpose).

Signature of the Service Provider

Date:

Name:

Place:

Office Seal:

ANNEXURE – II

Details of Experience in Annual Maintenance Contract/AC services undertaken during last three years

S. No:	Name and Address of the Client's	Client contact number	Period of Contract		Order copy enclosed At Page No.	Contract value (Rs.)
			From	To		

(Tender not accompanied by this information & documents in support of the same may be summarily rejected)

Signature of the Service Provider

Date:

Name:

Place:

Office Seal:

PART A

PRICE QUOTE FOR AMC & COMPREHENSIVE AMC

Sl. No.	Make / Capacity	Qty	Warranty Period	Year of Purchase	AMC Rate per unit (Inclusive of GST and all Taxes)	Comprehensive AMC Rate per unit (Inclusive of GST and all Taxes)
I. Academic and Hostel AC Maintenance						
1	Godrej 2T	5		07.06.13		
2	Panasonic Split AC 2T	4		23.08.13		
3	Panasonic Split AC 2T	9		05.08.13		
4	Lloyd Split AC 1.5T	5		17.07.13		
5	Blue star Split AC2T	5		31.05.14, 02.06.14		
6	Videocon Split AC 1.5T	6		31.03.15		
7	Videocon Split AC 1.5T	3		16.01.16		
8	Videocon VS 4G 65-WM Split AC 2T	8		08.05.17		
9	Videocon VSM55-WVI-MDA Split AC 1.5T	2		08.05.17		
10	Videocon Split AC 1.5T	6		25.02.18		
11	Blue Star Invertor AC 2T	4	Compressor under Warranty	25.02.18		
12	Godrej AC 2T	6	Compressor under Warranty	21.12.18		
13	LG Split AC 1T	4	Compressor under Warranty	08.03.18		
14	Hitachi Split AC 2T	5	Compressor under Warranty	11.12.19		
15	Toshiba Split AC 2T	30	Compressor under Warranty	2020		

Date:

Place:

Signature of authorized person of the firm/
agency with stamp

II. Auditorium dutiable Split AC:						
16	Hitachi AC 8.5 T	3		May 2016		
17	Hitachi AC 7.5 T	1		May 2016		
18	Hitachi AC 5 T	1		May 2016		
			GRAND TOTAL			

Date:
Place:

Signature of authorized person of the firm/
agency with stamp

PART-B (Optional)
(for the purpose of rate analysis only)
I. GENERAL REQUIREMENT FOR AMC as and when required

Sl No:	Make/Capacity	Qty	Service / Item Rate for per Unit (Inclusive of GST and all taxes)
19	De-installing, shifting and re- installing of 2 TSplit AC	Per unit	Rs.
20	De installing, shifting and re- installing of 1.5 TSplit AC	Per unit	Rs.
21	Gas top up for 1TSplit AC	Per unit	Rs.
22	Gas top up for 1.5TSplit AC	Per unit	Rs.
23	Gas top up for 2TSplit AC	Per unit	Rs.
24	Gas top up for.5TSplit AC (Auditorium)	Per unit	Rs.
25	Gas top up for 7.5TSplit AC (Auditorium)	Per unit	Rs.
26	Gas top up for 8.5Split AC (Auditorium)	Per unit	Rs.
	TOTAL		Rs.

(Note : The above rates are valid for one year from the commencement of the contract)

Date:
Place:

Signature of authorized person of the firm/
agency with stamp

PART B (Optional)
(for the purpose of rate analysis only)

II. Cost for supply, installation, testing commissioning of critical parts as and when required

Sl No.	Item description	Unit	Rate	GST%	Total
1.5 T split AC:					
1	Supply, installation, testing commissioning of condenser (copper) for one unit				
2	Supply, installation, testing commissioning of capacitor for one unit				
3	Supply, installation, testing commissioning of PCB Board for one unit				
4	Supply, installation, testing commissioning of compressor for one unit				
5	Gas refilling				
6	Cost of remote for 1.5 T split AC				
2T split AC:					
7	Supply, installation, testing commissioning of condenser (copper) for one unit				
8	Supply, installation, testing commissioning of capacitor for one unit				
9	Supply, installation, testing commissioning of PCB Board for one unit				
10	Supply, installation, testing commissioning of compressor for one unit				
11	Gas refilling				
12	Cost of remote 2T split AC				

Date:

Place:

Signature of authorized person of the firm/
agency with stamp

SI No.	Item description	Unit	Rate	GST%	Total
	5T				
13	Supply, installation, testing commissioning of condenser (copper) for one unit				
14	Supply, installation, testing commissioning of capacitor for one unit				
15	Supply, installation, testing commissioning of PCB Board for one unit				
16	Supply, installation, testing commissioning of compressor for one unit				
17	Gas refilling				
18	Cost of remote 2T split AC				
	7.5T				
19	Supply, installation, testing commissioning of condenser (copper) for one unit				
20	Supply, installation, testing commissioning of capacitor for one unit				
21	Supply, installation, testing commissioning of PCB Board for one unit				
22	Supply, installation, testing commissioning of compressor for one unit				
23	Gas refilling				
24	Cost of remote 2T split AC				
	8.5T				
25	Supply, installation, testing commissioning of condenser (copper) for one unit				
26	Supply, installation, testing commissioning of capacitor for one unit				
27	Supply, installation, testing commissioning of PCB Board for one unit				
28	Supply, installation, testing commissioning of compressor for one unit				
29	Gas refilling				
30	Cost of remote 2T split AC				

(Note : The above rates are valid for one year from the commencement of the contract)

Date:

Place:

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Signature of authorized person of the firm/
agency with stamp