



सत्यमेव जयते



सर्वोद्वेगं सर्वभूतेषु  
Dedicated to Truth in Public Interest

**कार्यालय प्रधान महालेखाकार ( लेखापरीक्षा-I)**  
**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT - I),**  
**361, अण्णा सालै/ANNA SALAI, तेनामपेट/TEYNAMPET, चेन्नै/CHENNAI -18.**

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**NOTICE INVITINGTENDER**

**E-TENDER NOTICE (THROUGH GEM PORTAL) FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF AIRCONDITIONERS INSTALLED IN THE OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I), CHENNNAI 600018.**

E-tender (through GeM Portal) from reputed / authorized firms / companies engaged in the business of Maintenance of Split Air Conditioners installed in Lekha Pariksha Bhavan, AG (A&E) Building, TNHB quarters at Indira Nagar and SAF Games Village Koyembedu. Requirement/eligibility criteria Terms and Conditions of the contract have been clarified in the additional documents. Tender document (including additional documents) is available online at GeM Portal as well as on the website of **OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT - I)** i.e. <https://cag.gov.in/ag1/tamil-nadu/>. However, for any clarification, bidders may contact on [rangarajank.chn.cca@cag.gov.in](mailto:rangarajank.chn.cca@cag.gov.in) . Bidders are advised to read tender document (uploaded on website and on GeM portal) and check their eligibility before participating in the bid.

## TENDER SCHEDULE

Name of the Work	E-Tender for COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF AIRCONDITIONERS INSTALLED IN THE OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I), CHENNNAI 600018
Estimated Cost for one year contract	As per GEM Bid
Last Date & submission of E-Tender	As per Bid specification uploaded on GeM portal.
Date & Time of opening of online Tender	As per Bid specification uploaded on GeM portal.
Earnest Money Deposit (EMD) in required form to be sent by Post / Delivered in hand on or before the last date of submission of E Tender (Technical)	Declaration to be submitted as per Department of Expenditure Procurement Policy Division OM No. F.9/4/2020-PPD dated 12.11.2020.
Performance Security Deposit / Security Deposit (PSD / SD) to be deposited by successful bidder	3% of contract value

## **INSTRUCTIONS TO BIDDERS FOR SUBMISSION OF BIDS**

1. The e-tenders are being invited from reputed / authorized firms / companies engaged in the business of Maintenance of Split Air Conditioners installed in Lekha Pariksha Bhavan, AG (A&E) Building, TNHB quarters at Indira Nagar and SAF Games Village Koyembedu through GeM. All the instructions of GeM bidding are applicable. Tender must be submitted through GeM only. The bid received in physical mode shall not be considered at all. Detailed information regarding the items, application / tender forms, EMD details, specifications, terms and conditions can be downloaded from the following websites: <https://cag.gov.in/ag1/tamil-nadu/en/page-gssa-tamil-nadu-tenders> or gem.gov.in
2. The interested bidders shall submit their tender(s) both Technical bid and financial bid through online mode in www.gem.gov.in. The bidders shall upload all the documents as per Eligibility criteria for Bidders.
3. Any corrigendum to this tender will be notified through the aforesaid websites only. The undersigned reserves the right to accept or reject any or all the bids without assigning any reason at any stage.
4. The Bidder is expected to examine all instructions, eligibility criteria, forms, terms and conditions in the tender document. Failure to furnish complete information as required with reference to the tender document shall result in rejection of the bid.
5. The details of type of Air-conditioner, year of installation, make/Brand and capacity of Air-conditioners are detailed in the enclosed Annexure I.

### **EMD EXEMPTIONS:**

1. Bidders have to submit a valid EMD declaration (Annexure-V) in the Technical bid in place of EMD.
2. Bids received without EMD declaration will not be considered and summarily rejected.
3. Any attempt to negotiate directly or indirectly on the part of the Bidder with authority competent to finally accept the Tender or influence the acceptance of the tender by any means will result his tender excluded from consideration.
4. Conditional tender, illegible and ambiguous tender, partially filled tender, incomplete tender and tender without enclosing required documents will be summarily rejected.
5. This office reserves the right to accept or reject any bid without assigning any reason at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for this Office's action.
6. The bidder, at the bidder's own responsibility and risk, may visit at their own cost and examine the site of required services and its surroundings and obtain all necessary information for preparing the bid and entering into a contract for the services.
7. Clarification regarding any ambiguity in eligibility criteria may be sought through e-mail at [rangarajank.chn.cca@cag.gov.in](mailto:rangarajank.chn.cca@cag.gov.in)

8. It requires that this office as well as bidder observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, this office will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. It will declare a firm ineligible either indefinitely or for a stated period of time for award of the contract if, at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing a contract.
6. Tenderers are requested that, before quoting their rates or filling tender , the tender form may please be read out thoroughly ( line by line), otherwise the Competent Authority of this office will not be held responsible for any error/oversight of his own. Tenderer should quote the rates on FIRM & FIXED price basis.

**GENERAL CONDITIONS for Annual Maintenance Contract for Air-conditioners**

1. Tender must be submitted through GeM only. If submitted in any other form the same shall be summarily rejected.
2. The service provider shall provide direct service and shall not employ Sub-Contractors.
3. *Original Equipment Certificate*: Undertaking that the product to be replaced during contract period shall be of original of Company & Model make and its new equipment and not reused / refurbished products.
4. In case of disputes, if any, arising under the said process shall be subject to the exclusive jurisdiction of courts at Chennai. Any disputes arising after the signing of the agreement shall be resolved in the manner as mentioned in such agreement.
5. The contract shall automatically expire after the contract period, unless extended further by the mutual consent of contracting agency and this office for another period of one year on the same terms and conditions or with some additions / deletions / modifications, as mutually agreed between the parties.
6. The contracting Service provider shall not be allowed to transfer, assign, pledge or sub- contracts its rights and liabilities under this contract to any other agency without the prior written consent of this office.
7. The bidder/bidders will be bound by the details furnished by him/her/them to this office while submitting the tender or at subsequent stage. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her/them liable for legal action besides termination of contract.

8. This office reserves right to terminate the contract at any time after giving a one month's notice to the selected bidder with or without assigning any reason and shall be under no obligation whatsoever to continue the contract.
9. This office shall not be responsible for any financial loss or any injury to any of the staff deployed by successful bidder in the course of their performing the functions/duties, or for payment towards any compensation.
10. The service provider shall also be liable for depositing all taxes, levies, etc. on account of service rendered by it to this office to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter failing which its payments are liable to be withheld and contract terminated, as may be deemed appropriate.

### **ELIGIBILITY CONDITIONS**

1. The tenderers must have its office /branch located in Chennai , Address Proof for the office / branch is to be submitted with the tender documents
2. Minimum three years' experience in Comprehensive annual maintenance of Air Conditioning system. The tenderer shall fill in the required details in **Annexure- III**
3. Certificate in support of experience for having undertaken AMC along with a list of organizations where the Contractor is currently providing/has provided AMC of Split Type Split AC units.
4. The tenderers shall have a valid PAN/ GST number. The copy of the PAN/ GST number should be enclosed with the TENDER form.

### **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, External Time Switch Units provided for specific time running of A.C's, Stabilizers, Rewinding of motors, providing Ball bearing of motors, Fan blades, Electronic Control Circuitry, Remote Control units etc. at Contractor's cost including Gas charging and attending all complaints and breakdowns of all types of air-conditioners.

Only original spare parts/quality approved by this office will be permitted to be used for the maintenance during the AMC Period.

### **Payment Terms:**

The payment to the agency will be made on quarterly basis at the end of each quarter against invoice with PAN & GST number, raised by the agency GST and other taxes shall be deducted at source as per the rates notified by the respective authorities. (Quarter shall mean three months). Payment shall be made upon submission of following documents:

## Quarterly Invoice

Copy of the “Service Register” countersigned by respective sections

Copy of the “Complaint Register” countersigned by respective sub-sections stating the closure of complaints.

Payment will be made only for the units serviced during the period. A certificate from caretaker certifying number of units serviced shall be enclosed along with the invoice.

No escalation of prices shall be permitted on any ground during the period of contract.

## Penalty Clause:

	Period	Penalty
Response Time	Above 24 Hours & below 48 hours	Warning but no penalty
	Above 48 Hours & below 96 hours	A penalty of 1% of the contract amount per system
	Above 96 hours	A penalty of 2% of the contract amount per system

## Maintenance Schedule:

**Preventive Maintenance Services (PMS) Monthly:** The monthly services include:

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 Services (PMS) Quarterly:**

Every machine shall be serviced at least once every quarter. A record of such services duly acknowledged by the person using the machine or in his absence, in charge of the location of the AC shall be maintained. Quarterly PMS shall include at least the following services:

- ✓ Replacement of filter if found damaged/unusable.
- ✓ Checking selector 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 backup electrical power outlet/ MCB.
- ✓ Checking of the drive motors and fans.
- ✓ Over hauling 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.,

- ✓ Replacement of any component of air conditioners (Outdoor and indoor units (including compressor), inlet and outlet Pipelines (including copper pipes), electrical components, etc., found defective after the above checks and tests.
- ✓ Charging of Refrigerant Gas during the period of Contract, if need arises.

**Annual Maintenance Services:**

The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition annual maintenance services shall also include:

- ✓ Cleaning the condenser and evaporator coils with suitable detergent/chemical solution and flushing with high-pressure jet of water.
- ✓ Greasing of blower motors and all moving parts.
- ✓ The above activities must be carried out within 15 (fifteen) days from the date of award of the contract.

**PERFORMANCE SECURITY:**

The successful bidder should provide Bank Guarantee from a reputed bank for 3 % (Three) of Value of the contract as specified in the bid document,. In case of deficiency of service/ loss due to negligence, this guarantee will be invoked in addition to any other action that may be initiated including termination of contract. The guarantee will be valid during the contract period and also six months beyond the date of completion of contract period.

**Terms and Conditions:**

1. All the air-conditioners as listed in **Annexure - I** should be covered under this maintenance contract.
2. Under the Annual Maintenance Service Contract, the contractor shall maintain all air-conditioners units as indicated in **Annexure - I** in good working condition throughout the period of contract.
3. The required tools and plants for carrying out the work shall have to be arranged by the Contractor at his cost and no tools will be arranged by this office.
4. The contractor has to arrange necessary insurance coverage to the workmen deployed by him and shall arrange necessary safety measures before starting the work.
5. The contractor shall make his own gas fillings, brazing, and welding arrangements in the place of workshop at his own risk.
6. Sufficient stock of spare parts for all kinds of machines shall be kept in his stores. The contractor shall ensure that no machine is ideal due to non-availability of spare parts.
7. Sufficient stock of refrigerant gas shall be kept at site. In case, due to some reason, if any particular AC is likely to be under breakdown for more than one day, the contractor shall replace the machine by a service unit at his own cost. For this purpose, the contractor shall have 2 service air conditioners in good working condition (1 machine of 1.5 ton & the other of 2 ton capacity) to carryout quick replacement.

8. The contractor shall deploy a minimum of two experienced mechanics with sufficient labour force at site to attend the day-to-day break downs and regular service. .
9. Technicians should have competency certificate in Air-conditioning issued by recognized Government Agency and shall have a minimum of 3 years' experience in the field of air conditioning maintenance. Each Technician should be in a position to independently attend and rectify all kind of servicing/breakdowns/faults in the air conditioners. The technicians have to attend periodical services and all breakdown complaints pertaining to the air-conditioners.
10. The contractor shall check all the machines once in every month for their efficient operation.
11. The contractor shall maintain all the machines in good working condition throughout the contract period and they will be handed over to this office in working condition on the eve of the expiry of the contract period.
12. The maintenance of the machine shall be according to the preventive maintenance schedule.
13. 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 End User Section has to be obtained in the register. Further, service reports are to be made after carrying out periodical servicing and endorsement (Sign and Seal) needs to be obtained from End User Section.  
**Complaint Register:** All complaints received with respect to air conditioners under AMC are to be recorded with time and date of receipt, as and when complaints are received from end user sections.
14. Contractor shall be called to attend to complaints during any time and on holidays in some very special cases, without any extra charges.
15. Normal code of ethics and discipline has to be followed by the contractor's labour while working at site.
16. Normal working hours followed by this office (9:00 Hrs to 18:00 Hrs) have to be adhered to by the contractor's labour except under special circumstances where prior permission of the Care taker of this office needs to be obtained.
17. The contractor and his staff shall be allowed to enter the premises only on production of valid gate passes issued by this office.
18. The tenderer should be an Authorized service provider or Original Equipment Manufacturers for at least one of the reputed Brands of air conditioners namely Carrier, Voltas, Blue Star, Hitachi. However they should have requisite expertise in servicing and maintenance of other Brands of Air Conditioners also.
19. The tenderer shall fill in the required details as per **Annexure- II** and enclose the supporting documents. Tenders with incomplete/ ambiguous details/ documents shall be rejected.
20. **Rates, Taxes and Prices:-** Bidders should quote unit price in the prescribed Performa (as per **Annexure-IV**). Rates should be inclusive of all taxes including delivery / service at the site and installation. Incomplete bids will summarily be rejected

Price quoted shall be firm and any variation in rates, prices or terms during the validity of the offer shall not be permitted. The prices quoted and accepted will be

binding on the bidder and valid for a period of one year from the date of signing the contract and any increase in price will not be entertained during the contract period.

The rates shall be quoted in figures as well as in words.

Special care should be taken to write the rate and amounts in figures as well as in words in such a way that interpolation is not possible. The total amount should be written before the figure of Rupees and word paisa should be written at the end (unless the rates are in whole rupees) and followed by the word. It should invariably be up to two decimal places. While quoting the rates in schedule of quantities, the word only should be written closely following the amount and it should not be written in the next line.

In case of any discrepancy between the rate quoted and the amount worked out, the rate quoted words shall be taken as correct.

21. At present, there are 117 Nos. of Air Conditioners covered under this contract located in various places of this office premises.
22. If any units are removed from AMC, the proportionate amount as per the unit rate of the Tender will be deducted.
23. If any parts which are not covered in the Tender Schedule of this Contract get damaged and require replacement during the tenure of this Contract, this office will authorize the contractor to procure and supply the parts required, provided the Contractor accurately specifies the damaged spare parts, and the contractor has to rectify the fault in A.C under maintenance.
24. Defective spares compressors / condensers are to be replaced with new compressors / condensers. Repairing of the old compressors is not permitted. Whenever new compressors / condensers are used, the Contractor has to produce original invoice and Warranty Card of the new Compressor/ condenser. The compressor/ condenser being replaced should match with the original star rating of the air conditioner.
25. All the Air-conditioners covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor has, to repair /service/ maintain the air conditioners under the AMC in as is where is condition when handed over to them under AMC. The power supply is stable and is well regulated. This office will not admit any claim from the contractor towards the fault/damage caused due to quality of power supply and it will not absolve the responsibility of the contractor in rectifying the fault.
26. Details of important programs / functions of various Sections that may be held in Conference Halls will be informed to the technicians and they should assist in maintaining smooth running of the air-conditioners on that day without failure even when they are held on Holidays. Non-attendance of the technicians on such a day will attract penalty at the discretion of Departments.
27. The Contractor has to reimburse / make good Losses incurred due to mishandling / misplacement / theft or any malpractice by technicians during the period of AMC , and also the losses suffered by the Department due to fault of the technicians of the contractor. In case of non – reimbursement / such losses by the contractor, the same will be recovered from the bills.

28. Apart from regular letter communications, all the E-mail communications from Premises Division (email id: pag.gssaom@gmail.com) are to be treated as formal communication for all practical purposes.
29. The mobile number of the technicians deployed at this office must be registered with Section concerned and whenever the numbers are changed the same must be intimated.
30. All security and safety regulations and guidelines as per the applicable law are to be followed.

Sd/-----

Senior Deputy Accountant General/Administration.  
Office of the Principal Accountant General (Audit-I),  
TamilNadu, Chennai 18.

- Encl: 1. List of Air Conditioners to be covered under AMC(Annexure-I)  
2. Technical Bid Document (Annexure-II)  
3. List of projects/clients (Annexure-III)  
4. Financial Bid Document (Annexure-IV)  
5. EMD Declaration (Annexure V)

**Annexure-I**

Month & Year of installation	Brand/MAKE	Type of Air-conditioner	Capacity	Quantity
July 2013	BLUE STAR	Split Wall Mount AC	1.5	4
Sep. 2018	BLUE STAR	Split Wall Mount AC	1.5	17
Oct. 2018	BLUE STAR	Split Wall Mount AC	2	27
Feb.2019	CARRIER MIDEA	Split Wall Mount AC	2	5
July. 2019	CARRIER MIDEA	Split Wall Mount AC	2	2
Aug. 2019	CARRIER MIDEA	Split Wall Mount AC	1.5	1
Dec. 2019	CARRIER MIDEA	Split Wall Mount AC	2	1
Nov. 2010	HITACHI	Split Wall Mount AC	1.5	1
Oct. 2013	HITACHI	Split Wall Mount AC	2	3
Aug. 2014	HITACHI	Split Wall Mount AC	2	2
June 2015	HITACHI	Split Wall Mount AC	1.5	4
Aug. 2015	HITACHI	Split Wall Mount AC	1.5	3
July 2016	HITACHI	Split Wall Mount AC	2	1
Feb. 2016	HITACHI	Split Wall Mount AC	2	9
Aug..2013	VOLTAS	Tower AC	2	2
Aug..2013	VOLTAS	Tower Ac	3	1
Aug..2013	VOLTAS	Split Wall Mount AC	1.5	9
Oct..2016	VOLTAS	Split Wall Mount AC	1.5	16
Oct. 2016	VOLTAS	Split Wall Mount AC	2	2
May 2017	VOLTAS	Split Wall Mount AC	1.5	3
May 2018	VOLTAS	Split Wall Mount AC	2	4

**Total No. of Air Conditioner for AMC**

1. Blue Star – 48 Nos.
  2. Carrier Media – 9 Nos.
  3. Hitachi – 23 Nos.
  4. Voltas – 37 Nos.
- 117 Nos**

## **ANNEXURE – II**

1. Name of the Registered Firm / Company :
2. Address of the company :  
(with Tel No., Fax & E-mail)
3. Status of ownership :  
(Proprietary/Partnership/Company-  
attach proof of Local office)
4. Name & Address of the Partners / Directors :  
(With Mobile No.)
5. Contact Person(s) (with mobile number) :
6. Date of establishment of the firm :
7. PAN No. (Copy of PAN to be Enclosed) :
8. Goods and Service Tax Registration No. :  
(Copy of GST to be Enclosed)

## **DECLARATION**

I/we hereby certify that the information furnished above is full and correct to the best of my / our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, the company/firm will be blacklisted and will not have any dealing with the Department in future.

DATE:  
PLACE:

SIGNATURE OF THE AUTHORISED PERSON  
FULL NAME :  
OFFICE SEAL

## ANNEXURE – III

(To be submitted with technical bid)

### Details of the existing contracts in Chennai

	Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned	Value of Contract (Rs.)	Duration of the Contract	
			From	To
1.				
2.				
3.				
4.				
5.				

Signature of the Tenderer or Authorized signatory  
Of the Tenderer with seal of the Firm/Agency.

Date:

Full Name:

Place:

Seal:

**Annexure-IV**

FINANCIAL BID DOCUMENT

1. Name of the bidder (firm) :

2. Name of the representative :

3. Address of the bidder :

4. Land line Nos. of the bidder :

5. Mobile Nos. of the bidder :

6. Email of the bidder :

7. Bid Details :

S.No.	Total No. of ACs (Split/Tower)	Ton	Rate per AC Including GST (In Rs.) per Quarter	Total Cost Including GST ( In Rs.) per Quarter
1.	65	1.5		
2.	51	2.0		
3.	1	3.0		
	Total (Including all taxes)			

(Signature of Proprietor/Partner/Chief Executive)

Name (In Capital Letter) :

Place:

Date:

OFFICE SEAL

**ANNEXURE – V**

**EMD DECLARATION**

I/We hereby accept that if I/We withdraw or modify the bids during the period of validity, or if I/We are awarded the contract and I/We fail to sign the contract or to submit a performance security before the deadline defined in the request for proposals (RFP) document, I/We will be suspended for a period of six months from being eligible to submit Bids/Proposals for contracts with the Office of the Principal Accountant General (Audit-I), Chennai 18.

Signature:  
(Authorised Signatory)  
Designation: `

Stamp:

Place:

Date:

