

Office of the Pr. Accountant General (Audit-II), West Bengal
3rd MSO Building, CGO Complex, DF Block, 5th Floor, Sector-I,
Salt Lake City, Kolkata - 700 064

No. Record-I/ CAMC of Air Conditioner Units /20-21/79(1-14)

Dt. 21.10.2020

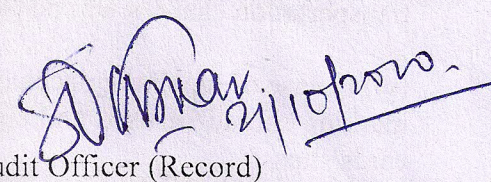
22 OCT 2020

NOTICE INVITING QUOTATION
for Comprehensive Annual Maintenance Contract (CAMC) for Air Conditioner Unit.

1. Quotations/ itemwise rates for the Comprehensive Annual Maintenance Contract (CAMC) services for Air Conditioner Unit, as detailed in Annexure-I (General Terms and Conditions), Annexure-II (Application Form) and Annexure-III (Price Bid) are invited.

2. The interested bidders (firms/company/ organizations) shall apply in the prescribed Application form (**Annexure II**) and Price Bid (**Annexure-III**) duly completed in all respect and signed by the authorized signatory subject to the adherence of the Terms and Conditions as specified in (**Annexure I**), along with EMD as mentioned in the Terms and Conditions and submit in a separate sealed cover envelop super scribing '**Quotation for comprehensive Annual Maintenance Contract (CAMC) for Air Conditioner Unit**' either by Registered Post or by Courier Service or in person at the above address on or before **06.11.2020 positively**. The bidders may submit the quotation details in the Tender Box placed in front of the chamber of Sr. Audit Officer (Record) of this office up to **12:00 p.m. on 06.11.2020**.

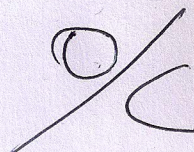
3. The quotation received after due date and time will not be accepted in any circumstances. The bid documents will be opened at **1.00 p.m. on 06.11.2020**.


Sr. Audit Officer (Record)

Office of the Pr. Accountant General
(Audit-II), West Bengal,

3rd MSO Building, CGO Complex, DF Block, 5th Floor,
Sector-I, Salt Lake City, Kolkata-700 064

Telephone No. 033-23347856, Fax : 033- 2334 7854



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1. SCOPE OF WORK:

- (i) The term Comprehensive Maintenance shall include oiling, chemical washing, gas filling, replacement of compressor, filter, thermostat, all kind of motor, wiring, pads and replacement/repair of all other part which are required to maintain the machines in working condition during the currency of the contract at the exclusive risk, responsibility and cost of the contractor.
- (ii) It shall be obligatory on the part of the contractor to carry out repair/maintenance of machines under his direct supervision during the period of CAMC and it is not permissible to sublet the contract by the successful bidder.
- (iii) For regular and proper maintenance of the machines the contractor will depute at least one qualified mechanic/technician as and when required to visit Office of the Pr. Accountant General (Audit-II), W.B. on all working days throughout the period of contract. If required, the services of technician shall also be made available on Sunday/holiday without making any extra payment.
- (iv) The firm shall carry out complete overhauling during the contract period. This shall include complete check-up, overhauling, servicing, testing, anticorrosive treatment/painting and re-installation at original location.
- (v) In case of ACs required to be taken to contractor's workshop for repairs, no separate transportation charges will be paid and contractor will have to arrange his own conveyance.
- (vi) In case of repairs/replacement of working parts in the ACs, only genuine spare parts with ISI marking should be used and signature of user/Branch In-charges should be obtained in the job cards/slips.
- (vii) In case any Air-Conditioner is shifted from one location to another or is to be removed from any location, the contractor shall be liable to provide all infrastructures/services etc. for which no additional charges will be paid by this office.

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Annexure-I

General Terms and Condition

Quotation with proper superscription on the cover should be submitted in the Office of the Pr. Accountant General (Audit-II), W.B. before due date.

1. **EMD:** An amount equivalent to 5% of the total value of the contract/rate quoted or the amount indicated in the schedule of requirements whichever is higher, in the form of Demand Draft drawn in favour of '**Pay & Accounts Officer, Office of the Pr. Accountant General (A&E), West Bengal, Kolkata, payable at Kolkata** must accompany the bid documents/quotations. Quotation received without EMD will not be considered at all. EMD in full will be refunded soon after the quotations are finalized to all expect in case of the accepted quotation. The EMD of the accepted quotation will be refunded only after submission of Contract Form and Performance Security.
2. **Performance Security:** The successful bidder whose tender will be accepted will have to submit Security Deposit (SD) equal to 10 per cent of the Annual Contract Value (refundable without interest after two months of termination of contract) in the form of Pay Order or Account Payee Demand Draft or Fixed Deposit Receipt/ Bank Guarantee from any scheduled nationalized Bank Branch in Kolkata in an acceptable form for a minimum period of one year plus 60 days thereafter in favour of '**Pay & Accounts Officer, Office of the Pr. Accountant General (A &E), West Bengal, Kolkata, payable at Kolkata** at the time of awarding of such CAMC. Bid Security (EMD) should be refunded to the successful bidder on receipt of performance security.
3. The service provider shall provide direct service and shall not employ Sub-Contractors.
4. Bidder should have a minimum of 5 (five) years' experience in the service/maintenance of Air -Conditioners (Split, Window, Column type etc.) of various Government Departments/ reputed organizations.
5. A list of existing clients shall be enclosed along with the qualifying bid.
6. There shall be 02 (two) types of Maintenance Service to be carried out by the Service Provider viz. (i) **Preventive maintenance Service (PMS)** and (ii) **Break-down Service (BDS)**.

Preventive Maintenance Service (PMS):

Every machine shall be serviced once in every quarter. A record of such service, duly acknowledged by the person in charge shall be maintained.

Quarterly Preventive maintenance shall include the following:

- Checking, connections at the main plug
- Cleaning of blower and condenser fan
- Cleaning of air filter
- Cleaning the evaporator and condenser coils
- Cleaning the equipment
- Checking and tightening of nuts & bolts
- Oiling the motor
- Checking cooling efficiency
- Overhauling of the A/c, with chemical washing process.

However, the air filter of the Air-Conditioning Units shall be cleaned every month of the quarter.

Break-down service (BDS):

All Breakdown calls shall be attended to immediately/ swiftly and a record of such service, duly acknowledged by the person in charge shall be maintained. Breakdown service will include replacement of genuine spares & Compressor.

- This Annual Maintenance Contract shall be a Comprehensive for all types of air-conditioners installed at Office of the Pr. Accountant General (Audit-II), W.B., Kolkata.
- All break-down calls shall be attended to immediately and on the same day. Breakdown calls that could not be attended to on the same day for exceptional reasons shall be attended to on the next day working day without fail.
- Units taken out of the office premises for service at your workshop shall be returned at the earliest and in any case, within a week's time. Non-attendance of complaints of this nature beyond a week would entail deduction of penalty of Rs.100/- per day/Unit from the date of complaint till the complaint is attended to.
- Only ISI marked parts for repairs/replacements shall be used. Old parts, which are replaced, must be deposited with Office of the Pr. Accountant General (Audit-II), W.B. under proper documents and the new parts should be shown before replacement. Using of non-ISI marked part will attract penalty, which may go up to double the cost of the parts.
- No Refrigerant Gas that is prohibited by law shall be used.
- Whenever AC Unit is disposed of by this office or is otherwise taken out of use, the payment of AMC Charges will be restricted, in respect of those AC Units till they remained in use.
- Transportation of Air-Conditioner Units from the office buildings to the service provider's workshop and from the service provider's workshop to the office buildings will be at the cost of the service provider.

OTHER CONDITIONS:

- Quarterly Bills, duly supported by user certificate to the effect that all the machine have been serviced and are working in good condition, shall be submitted to the undersigned along with the Service Report acknowledgements (both for Preventive Maintenance Service and for Break-down Maintenance Service) before 5th of the following month. Payment shall be made after verification of the Records and the same shall be restricted to actual number of air-conditioners serviced during the quarter.
- Under no circumstances, any increase in the agreed amount shall be considered at all during the currency of the AMC period.
- Payment for service of an air-conditioner in a quarter shall be made only once. (Whether it is Comprehensive or Non-Comprehensive.)
- The contract is extendable on mutually agreed rates and terms & conditions, at the discretion of Office of the Pr. Accountant General (Audit-II), W.B., Kolkata.
- If the work of the service provider is found unsatisfactory or if the service provider dishonors the contract, the job will be entrusted to any other firm/ party at the risk expenses of the defaulting contractor.
- The notice period for termination of contract shall be 01 (One) month by either party. However, the service provider shall continue the service on the same terms until a new service provider is in place.
- Once selected, the service provider shall, at the end of the service period/termination of contract hand over the Air-conditioner units in working condition to the successor service provider.
- The payment for the last quarter shall be made to the selected Service provider only after completion of handing over of all Air-conditioner Units in working condition.
- The Service Provider is also responsible for compliance of the provisions of all the statues applicable in its case.
- Inspection of the Air-Conditioners may be made on any working day between **11.00 A.M. & 6.00 P.M.**

Important: The firm should submit the following documents/information for scrutiny of quotation to become eligible for further processing.

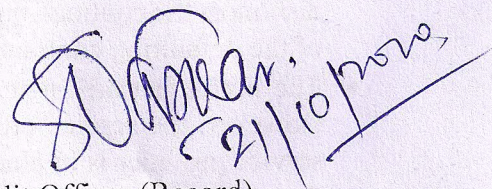
- (i) E.M.D.,
- (ii) Covering letter with full postal address,
- (iii) Copy of valid Shop/Trade Registration Certificate,
- (iv) Self-attested photocopy of PAN and payment/clearance details of Service Tax, Income Tax and any other applicable Tax for the last three financial years.
- (v) Self-attested photocopy of Proof of having past experience and successful execution in CAMC services. However, bidders having experience in working on

AMC in Government Departments/Undertaking etc. and working for longer period in the field shall be given priority.

(vi) Telephone No., Fax No., E-mail ID, Mobile No. etc.

Encls.:

1. Application Form (ANNEXURE – II)
2. Price Bid (ANNEXURE –III)
3. Mandate Form (ANNEXURE-IV)



Sr. Audit Officer (Record)
Office of the Pr. Accountant General
(Audit-II), West Bengal,
3rd MSO Building, CGO Complex, DF Block, 5th Floor,
Sector-I, Salt Lake City, Kolkata-700 064
Telephone No. 033-23347856, Fax : 033- 2334 7854

APPLICATION FORM

Comprehensive Annual Maintenance Contract (CAMC) for Air Conditioner Unit installed at O/o the Pr. Accountant General (Audit-II), W.B., Kolkata.

1. Name of the tenderer (in block letter) :

2. Address of the Firm/Company :

3. Telephone No. & E-mail Id :

4. Details of enclosed Bank Draft

Bank & Branch Name	DD No. & Date	Amount (in Rs.)

5. Registration No. of the Firm
(Please enclosed the copy of registration) :

6. GST No., Service Tax No., PAN No. etc :

7. Experience

Sl. No.	Experience in maintenance of ACs in Govt. Deptt./Organization (please enclosed the copies of the work order)	Name of the Deptt./Org.	Period of Services	No. of ACs

I/We hereby declare and affirm that I/We have read and understood the terms and conditions of the contract as stipulated in the NIQ. Accordingly, I/We hereby offer the rate for maintenance of Window/Split Air Conditioners.

Signature with date _____

Name _____

(in block letter)

(Official Seal of the firm)

Annexure - III

PRICE BID

Sl No.	Description	Name of the company of AC	Quantity and Capacity	Unit Rate Quoted (in Rs.)	Total Rate Quoted (in Rs.)
A.	Air Conditioners				
1.	Comprehensive annual Maintenance Service Contract including: Replacement of parts are as when required viz: (i) Compressor (ii) Relay Circuit (iii) Capacitors (running/starting) (iv) All kind of motors (v) Thermostat (vi) Gas filling (Quarterly checking & Servicing of all AC units are compulsory even during winter season)	Hitachi (02) Voltas (03) LG (02)	07 Split type AC (1.5 ton)		
	Total Cost				
	Service Tax/Other tax, if any				
	Grand Total				

Signature with date _____

Name _____

(in block letter)

(Official Seal of the firm)

MANDATE FORMELECTRONIC CLEARING SERVICE (CREDIT CLEARING)/ REAL TIME GROSS
SETTLEMENT (RTGS) FACILITY FOR RECEIVING PAYMENTS

DETAILS OF ACCOUNT HOLDER: -

NAME OF ACCOUNT HOLDER	
COMPLETE CONTACT ADDRESS	
TELEPHONE NUMBER/FAX/EMAIL	

BANK ACCOUNT DETAILS: -

BANK NAME	
BRANCH NAME WITH COMPLETE ADDRESS, TELEPHONE NUMBER AND EMAIL	
WHETHER THE BRANCH IS COMPUTERISED?	
WHETHER THE BRANCH IS RTGS ENABLED? IF YES, THEN WHAT IS THE BRANCH'S <u>IFSC CODE</u>	
IS THE BRANCH ALSO NEFT ENABLED?	
TYPE OF BANK ACCOUNT (SB/CURRENT/CASH CREDIT)	
COMPLETE BANK ACCOUNT NUMBER (LATEST)	
MICR CODE OF BANK	

DATE OF EFFECT: -

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all of reasons of incomplete or incorrect information I would not hold the user Institution responsible. I have read the option invitation letter and agree to discharge responsibility expected of me as a participant under the Scheme.

(.....)

Signature of customer

Date:

Certified that the particulars furnished above are correct as per our records.

(Bank's Stamp)

(.....)

Date: -

Signature of customer

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22 OCT 2020

Copy forwarded to –

1. The Sr. Audit Officer (EDP), O/o the Pr. A.G. (Audit-II), W.B., C.G.O. Complex, 5th Floor, 3rd M.S.O. Building, DF Block, Salt Lake, Kolkata-700064 for uploading in the official website.
2. The Sr. Accounts Officer (Record), O/o the Pr. Accountant General (A & E), West Bengal, Treasury Buildings, Kolkata-700 001.
3. The Sr. Audit Officer (Record), O/o the Pr. Accountant General (Audit-I), West Bengal, Treasury Buildings, Kolkata-700 001.
4. The Sr. Audit Officer (Record), O/o the Director General of Audit (Central), G.I. Press Buildings, Kolkata – 700 001.
5. The Sr. Audit Officer (Admn.); O/o the Pr. Director of Commercial Audit and Ex- Officio Member, Audit Board-I, 1, Council House Street, Kolkata – 700 001.
6. The Sr. Audit Officer (Record/Admn.), O/o the Director General of Audit, 10/A, Shaheed Khudiram Bose Road, Ordnance Factories, Kol-700001.
7. The Sr. Audit Officer (Record/Admn.), O/o the Pr. Director of Audit, (Scientific Department), Kolkata Branch, 2nd M.S.O. Building, 6th floor, Nizam Palace, 234/4 A.J.C. Bose Road, Kol-20.
8. The Sr. Audit Officer (Record/Admn.), Pr. Director Central of Audit, MAB-IV, 4th floor, 27, Mirza Ghalib Street, Kol-700 016.
9. The Sr. Audit Officer (Record/Admn.), O/o the Pr. Director of Commercial Audit and Ex- Officio Member, Audit Board-II, Old Nizam Palace, 1st floor, Kol-700 020.
10. The Sr. Audit Officer (Record); O/o the Pr. Director of Audit, South Eastern Railway, 11, Garden Reach Road, Kol-700 043.
11. The Sr. Audit Officer (Record); O/o the Pr. Director of Audit, Railway Production Units and Metro Railway, NKG Building 5th floor, 14 Strand Road, Kol-700 001.
12. The Sr. Audit Officer (Record); O/o the Pr. Director of Audit, Eastern Railway, New Koilaghata Building, 5th floor, 14 Strand Road, Kol-700 001.
13. The Sr. Audit Officer (Record/Admn.), O/o the Pr. Director Regional Training Institute, C.G.O. Complex, 3rd M.S.O. Building, 5th floor, A wing, DF Block, Salt Lake, Kolkata-700064.
14. Copy for display in the Notice Board of this office.

Sr. Audit Officer (Record)