



SOFTWARE TECHNOLOGY PARKS OF INDIA

(An Autonomous Society under Govt. of India, Ministry of Communications & Information
Technology, Department of information Technology)

No.5, 3 rd Floor, Rajiv Gandhi Salai, Taramani, Chennai – 600 113

Phone No. (044)3910 3525 (Tele Fax). (044)3910 3505

TENDER No: STPIC/Admin/G&P/010/2009-10/ 007

Date: 30/10/2009

Name of the Tender:

**TENDER FOR COMPREHENSIVE AMC & OPERATION
CONTRACT FOR 24 x 7 HRS FOR AIR-CONDITIONING
SYSTEM**

(For the period of ONE year)

NAME OF THE PARTY:

TENDER NOTICE
Software Technology Parks of India
(STPI)

I	Tender inviting officer, Authority, Designation and Address	The Director, STPI No.5, 3 rd Floor, Rajiv Gandhi Salai, Taramani, Chennai – 600 113. Website: www.chennai.stpi.in
II	Name of the work: B. Place of execution	Comprehensive AMC & operation contract for 24 x 7 hrs for air-conditioning System Date: 30/10/2009 Place: STPI - Chennai
III	Tender documents available place and due date for obtaining tender	Tender document can be obtained on working days between 10.30 AM to 4.00 PM from 03/11/2009 to 18/11/2009 at the address mentioned in column I
IV	Due Date, time and place of submission of Tender	Due Date : 20/11/2009 Time : 03.00 PM Place : At the above mentioned in column I
V	Place, date and time of Tender Opening	Date : 20/11/2009 Time : 03.30 PM Place : At the above mentioned in column I
VI	Any other important criteria specified by the tender inviting authority: 1. Tender received after due date and time will be summarily rejected.	

STPI invited sealed tenders from reputed & financially sound manufacturers / multistate co-operatives/ distributor's /dealers/ firms for annual comprehensive maintenance cum 24/7 operating contract for Air-conditioning System at STPI, Chennai UNDER TWO BID system. The bid should be sealed by the bidder and duly superscripted as Tender No: STPIC/Admin/G&P/010/2009-10/007 dated 30.10.2009 and name of the tender.

Intending eligible bidders may obtain a copy of bid document from STPI, No: 05, IIIrd Floor, Rajiv Gandhi Salai, Taramani, Chennai – 600 113 on payment of Rs 500/- (Rupees Five Hundred only) in the form of crossed Demand Draft /Banker's Cheque from any commercial Bank in favor of " Software Technology Parks of India payable at Chennai".

In case, firm has downloaded the tender documents from the official website i.e. www.chennai.stpi.in , they must ensure that requisite tender fee/ cost is enclosed in the form of Account Payee Demand Draft from any of the commercial bank in favour of "Software Technology Parks of India payable at Chennai" with their tender, failing which the tender will be treated as incomplete and will be ignored.

DIRECTOR
STPI -Chennai

NOTICE INVITING TENDER

To:

Dear Sir/s:

SUB: ANNUAL COMPREHENSIVE MAINTENANCE & OPERATION FOR 24 x 7 Hrs FOR AIR-CONDITINING SYSTEM AT S.T.P.I CHENNAI OFFFICE CUM INCUBATION CENTRE AT TARAMANI, CHENNAI

1. Contract documents comprising scope of the work, form of Tender, Conditions of Tender, Terms and Conditions are forwarded herewith. The cost of document of Rs.500/ (non-refundable) maybe sent to us by cheque/DD drawn in favor of SOFTWARE TECHNOLOGY PARKS OF INDIA, payable at Chennai
2. Please send all the papers, with the completed form of tender, the Conditions of tender and of contract, and scope of work, all duly signed at every page, before 15.00 HRS on 20/11/2009 in a sealed cover super scribed "A.M.C & OPERATIONAL COTRACT FOR AIR CONDITIONING SYSTEM AT S.T.P.I OFFFICE CUM INCUBATION CENTRE AT TARAMANI, CHENNAI." and addressed to the Director, Software Technology Parks of India, No 5 Rajiv Gandhi Salai,Taramani Chennai 600113. No consideration will be given to the tender received by us after the time above stipulated and no extension will be allowed for submission of tender.
3. The tenders will be opened at Software Technology Parks of India No 5 Rajiv Gandhi Salai, Taramani Chennai 600113 Phone 39103525 on 15.30 hrs on 20/11/2009
4. Every tender shall be accompanied by Earnest Money Rs 22,000/- (Rupees Twenty two thousand only) in the form of Demand Draft from any commercial bank drawn in favor of SOFTWARE TECHNOLOGY PARKS OF INDIA payable at CHENNAI. Any tender not accompanied by such Earnest Money is liable to be rejected straightaway. This EMD should be enclosed with qualifying/technical bid.
5. The Earnest Money will be retained in the case of successful contractor as part of the security for due fulfillment of the contract. Security deposit will be deducted @ 2.5% of gross amount of each running bill till the same, along with the sum already deposited as Earnest money, will amount to security deposit of 5% of the tendered value of work.
6. The Security Deposit or Retention Money will bear no interest whatsoever. The security Deposit will be returned after one month of passing final bill.
7. The contractor shall submit his tender only after carefully examining the whole of the tender documents and the conditions of tender and of contract, scope of work, etc. Bidders are advised to inspect the site before quoting.
8. All submission of Proposals must be signed by an authorized agent / representative of the company submitting the Proposal.
9. This notice inviting tenders, the conditions of tender and the duly completed form of tender will form part of the agreement to be executed by the successful contractor with

STPI. The successful bidder may obtain the draft of agreement copy from STPI.

10. The STPI reserves the right to reject any or all the tenders without assigning any reason thereof.
11. STPI reserves the right to receive and, if it thinks fit, to consider and accept a non-compliant proposal. The acceptance or rejection of a non-compliant proposal is entirely a matter for STPI in its absolute discretion.
12. The work should be executed in coordination with other agencies that the STPI may employ to carry out items of work not covered in your tender.
13. Where a proposal is incomplete or unclear in any respect, STPI may request further supporting information to achieve satisfactory evaluation of the proposal.
14. Tenders submitted shall remain open for acceptance for a period of **Ninety days** from the date of their opening. Should any contractor withdraw his tender before the expiry of the said period makes modifications to his tender which are not acceptable to the Employer or refuses to execute the agreement within a stipulated time after the issue of the work order by the Employer he shall be liable to forfeit the Earnest Money Deposit furnished by contractor.

Yours faithfully,

TENDERING PROCESS

The tender is invited on a twin bid basis i.e. qualifying bid (technical bid) and then the financial bid. The tender form for Qualifying bids and Financial bid prescribed at Annexure -I&II (Attached) complete in all respect may be submitted in separate sealed covers superscribed Qualifying Bid - **“Qualifying Bid -A.M.C CUM 24/7 OPERATIONAL CONTRACT FOR A/C SYSTEM AT S.T.P.I”** and Financial Bid - **“Financial Bid-A.M.C CUM 24/7 OPERATIONAL CONTRACT FOR A/C SYSTEM AT S.T.P.I”** and put together in one envelope addressed to:

The Director,
Software Technology Parks of India
No: 05, Third Floor, Rajiv Gandhi Salai, Taramani – 600 113.
Ph: 044 39103525, Telefax: 044 39103505
Email: admin@chennai.stpi.in

The Envelope should be dropped in the Tender Box of the STPI at Reception in above address latest by 1500 hrs on 20/11/2009. Incomplete bid documents will be rejected. The Technical bids will be opened at 15.30 hrs on the same day and scrutinized by the Tender Committee to shortlist the eligible bidders. The financial bids of the eligible bidders only will be opened by intimating later through mail/ fax.

1.0 ELIGIBILITY CONDITIONS

- 1.1. Average annual financial turn over during the last 2 year ending 31st March of previous year should be at least Rs.50 lakhs.
- 1.2. Experience of having successfully completed similar works such as maintenance / 24/7 operational of Air Conditioners system during the last 3 years ending last day of month previous to August 2009 should be either of the following.
 - a) 3 similar completed works costing not less than Rs 3.0 lakh
 - b) 2 similar completed works costing not less than Rs 5.0 lakh
 - c) 1 similar completed work costing not less than Rs 8.0 lakh

1.3. **Documentary proof / Work Completion certificate for the above shall be produced along with the offer, failure of which the offer may be disqualified**

2.0 TERMS AND CONDITIONS

- 2.1 The agreement will be in force for one year from the date of execution of contract.
- 2.2 There shall be 3 shifts and 8 hours duty per shift (Day or Night time) and the agency shall give weekly off on the seventh day as per Rules. The agency shall provide additional staff form the duties in shift on weekly off days / on leave.

- 2.3 The agency shall provide proper uniform consisting of full pants, Shirts, shoes, torch lights, safety equipments, gloves, etc., to the staff
- 2.4 The agency will be responsible for the discipline of the personnel employed by them as per Conduct Rules and Regulations of STPI.
- 2.5 The employees engaged by the agency will be in the employment of the agency only and not of the STPI office. The Agency will be responsible for payment of wage as Minimum Wages as prescribed /revised by Government and other service benefits to its personnel posted as mentioned below:
- a) Agency shall pay wages and other allowance to its staff not below the rates of minimum wages fixed by the Government of India and Government of Tamil Nadu from time to time.
 - b) Agency shall provide weekly holidays, National and Festival Holidays and leave with wages and other benefits as per the rules.
 - c) The Agency shall pay the gratuity and bonus as per the provisions of the Payment of Bonus Act, 1965 and Payment of Gratuity Act, 1972, including modifications up to date of tender.
 - d) All other benefits required to be extended under various labour statutory enactments.
- 2.6 The Agency shall provide extra person if desired by the Office, during the period of this agreement
- 2.7 Agency shall arrange subject to the provisions contained herein to safeguard the appliances, fittings materials and property of the STPI
- 2.8 Only able bodied, physically fit, well-trained disciplined and honest personnel shall be appointed for duty. Persons so deployed shall not be below 18 years and above 45 years. The names of the persons. Appointed / employed by the Agency shall be intimated to STPI before commencing deployment. Frequent changes in the manpower deployed will not be allowed. Agency shall also give the details of staff like age, qualification, residence address, performance track and other details required by STPI. They shall perform their duties to the satisfaction of the office.
- 2.9 The agency shall be vigilant so that no person shall carry away any articles belonging to the offices housed STPI out of its building.
- 2.10 The Agency shall accept the responsibility for all acts or omission of its employees in relation to assets directly handed over. Agency shall be responsible for the loss if it is proved that the loss is due to the negligence on the part of staff. The extent of loss to be compensated by agency will be decided on merit by STPI which will be final. Agency shall pay such amount to STPI.
- 2.11 The staff of the agency is in case found to be indulging in any undesirable or unfair activities in the premises of the office, the agency will solely be responsible for all

the consequences apart from the liberty of department to lodge complaints before appropriate authorities.

- 2.12 STPI shall have the right to ask to the removal of any person of the agency of who is not considered to be orderly in discharge of his duties.
- 2.13 Mode of payment will be quarterly and would be paid on 10th of each succeeding quarter. Payments to the Agency will be through Account Payee cheques only. Payment of salary to staff must be made monthly and informed to the Office of STPI. It is the responsibility of the Agency to produce previous months ESI, PF contribution receipts and salary acquaintance as per the Minimum Wages Act of the employees along with the bill for payment. This will be strictly adhered to before making payment of the current quarter.
- 2.14 After the expiry of the agreement period, the service need not be continued taking it as deemed extension of period.
- 2.15 STPI has the right to impose fine and recover from the agency for noncompliance of the requirements. Decision of STPI will be final.
- 2.16 Any dispute arising out of this agreement or that which may arise in future, will be resolved by taking recourse to mutual settlement in the instance, failing which the dispute will be subject to Chennai Jurisdiction only. STPI is entitled to withhold payments due to the Agency in case of dispute of claims till it is resolved.
- 2.17 The Agency shall strictly comply with the terms and conditions of agreement. In case of violation of any of the terms, the agreement shall be liable for cancellation immediately.
- 2.18 The successful bidder of the contract has to submit a Performance Guarantee either by way of Fixed Deposit or Bank Guarantee receipts of Rs.50,000/- (Rupees Fifty thousand only) within three days from the day of obtaining the contract.

3.0 SPECIAL CONDITIONS OF THE CONTRACT:

- 3.1. The work shall be carried out at Software Technology Parks of India, No.5 Rajiv Gandhi Salai, Taramani, Chennai- 600 113 as per the direction of Engineer in charge. This building consists of basement, Ground and Three upper floors.
- 3.2. The contract covers servicing and comprehensive maintenance of all air conditioning system. i.e. AHU units, Chiller, Child water pipes, Toilet Ventilation system, Basement floor Exhaust, B.M.S, etc. Bidder shall inspect the system before Quoting. The bidder shall draw to have full knowledge of installation whether he inspect it or not.

- 3.3. The service representative shall make one visit per month (during normal working hours i.e. 9.00 A.M to 5.00 P.M) for normal servicing on the date mutually agreed upon to ensure proper functioning of Air – Conditioners system at all time.
- 3.4. The agency shall attend unlimited breakdown calls in between routine service calls immediately on receipt of breakdown calls.
- 3.5. No spares or any other items will be supplied by the department. All men & tools are to be arranged by the contractor only.
- 3.6. It has to be ensured by the bidder that the Air conditioners system is always in working condition.
- 3.7. Service offered under this contract shall be in accordance with the service instructions and standard practice original Air conditioners manufacture.
- 3.8. The agency shall maintain services log book for each Ac system and record the nature of service rendered in each time by the service representative and the same shall be duly got signed by the official in charge of the work.
- 3.9. No advance payment will be made. Payment will be made quarterly by cheque on completion of work to the fullest satisfaction of officer in charge. Income tax will be deducted at prevailing rate.
- 3.10. WCT at the prevailing rate will be recovered.
- 3.11. No spares or any other items will be supplied by the department except consumable.
- 3.12. The scope of this contract includes all major and minor repairs and breakdowns if any.
- 3.13. STPI reserves the right to terminate the contract with out assigning any reasons, if the annual comprehensive maintenance and services are found dissatisfactory.
- 3.14. Income tax plus surcharge on income tax etc will be recovered at the prevailing rate.
- 3.15. Bidder shall intimate their PAN Number in the quotes.
- 3.16. Department reserve the right to terminate the contract without assigning any reason, if the annual comprehensive maintenance and services are found to be dissatisfactory.
- 3.17. Recoveries will be made if the services and maintenance are not attended properly, as per the decision of STPI which will be final and binding.

- 3.18. Conditional quotes will not be accepted.
- 3.19. MAINTENANCE WORKS ARE REQUIRED TO BE CARRIED OUT AS PER MANUFACTURERS' MANUALS AND ENSURED THAT SYSTEMS WORK WITH OUT BREAK DOWN.

4.0 SPECIFICATION OF AIR CONDITIONERS SYSTEMS:

- 4.1. Scope: Annual Comprehensive Maintenance, Servicing & Operating for 24 x 7 for Air- Conditioners System.
- 4.2. Installation: The above system is installed at STPI, No.5, Rajiv Gandhi Salai, Chennai-113.
- 4.3. Details of Air Conditioning systems available were installed by M/s. Voltas Ltd during 2007.
- 4.4. Air Handling Units:

Basement	(7.5 + 5 TR)	=	12.5
Ground Floor	(3x20) + (2x35)	=	130
First Floor	(2x20) + (2x35)	=	110
Second floor	5+ (2x35) + (2x35) +5	=	150
Third Floor	(2x5+2x35) + (3x35)	=	185

			587.5 TR

Chiller	-- 4x107.5 TR		

AMC includes AHUs, Chillers, Pipe lines, Vent fans in basement, Expansion tanks and B.M.S etc.

- 4.5. All servicing, maintenance and replacement shall be done with the knowledge of STPI.
- 4.6. Servicing of the A/c shall be done as per norms laid down by the manufacturers.
- 4.7. The firm's representative shall maintain log book.
- 4.8. Break down call shall be attended with in 24 hrs.
- 4.9. If any break down call remains unattended for period exceeding 24 hours prorates recovery shall be made from AMC charges.

5.0. ANNUAL COMPRHENSIVE MAINTENANCE FOR AC SYSTEMS:

- 5.1. The scope of the AMC shall cover the following:

- a) Diagnose the faults and rectify the defect detected in reasonable time
- b) Repair / replace the faulty parts etc of the equipment
- c) Carry out the periodic (at least once in a month) preventive maintenance
- d) Upkeep of the system, recording required readings and maintaining log book of Works carried out.

5.2 The contractor shall be solely responsible for the maintenance, repair, replacements and supply of required parts etc. The dismantled parts can be taken by contractor. The employer shall not be liable to interact with any of the subcontractors of the contractor.

5.3 The maintenance provided shall be fully comprehensive and shall include but not limited to all equipments, labor part and emergency calls providing and site response within 24 hours. However during the maintenance period consumable materials shall be arranged by STPI.

5.5 Maintenance Schedule of Air-conditions Systems:

Chiller	Monthly Inspection and Service	<ol style="list-style-type: none"> 1. Check refrigerant level, leak test with electronic leak detector. If abnormal, trace fault and rectify as necessary. Inform department in writing on the rectification. 2. Inspect level and condition of oil. If abnormal, trace fault and rectify as necessary inform department in writing on the rectification. 3. Check the liquid line sight glasses for proper flow. 4. Check all operating pressure and temperature. 5. Inspect and adjust, if required, all operating safety controls. 6. Check capacity control, adjust if necessary. 7. Lubricate vane/linkage/bearings 8. Visually inspect machine and associated components, and listen for unusual sound or noise for evidence of unusual conditions. 9. Check lock bolts and chiller spring mount. 10. Review daily operating log maintained by departments operating personnel. 11. Providing written report to Department, outlining services carried out, adjustment made, rectification carried out and if the deficiency, is of a major nature, arrange with department for shut – down to rectify equipment.
Chiller	Annual Inspection	<ol style="list-style-type: none"> 1. Perform all functions for monthly check 2. Check all flanges for tightness 3. Change oil in oil sump

		<ol style="list-style-type: none"> 4. Replace filter 5. Check motor terminals 6. Check connections in starter.
		<p>Please note that oil filter gasket replacement shall deem to be included in the contract.</p> <ol style="list-style-type: none"> 1. Check motor earthling, meggar motor and connection wring on each leg. 2. Check motor temperature cut-out, tighten motor terminals. 3. Check starter contracts, are shield, transformer. 4. Check dashpot oil, clean dashpot and replace oil when necessary. 5. Test and calibrate overload setting. 6. Inspect, Calibrate and adjust to original specifications all gauges, safety and operating controls including low temperature and high pressure cutout, oil pressure switch, load limit reply and electrical interlocks. 7. For water cooled condenser systems, inspect condenser tubes for fouling. If fouling exceeds original specifications, the contractor shall carry out cleaning of the tubes at his own expense. 8. For air-cooled condenser coils, dust should to be allowed to accommodate on the condenser coil surface. Cleaning should to be as often as necessary (approximately every three months) to keep coil clean. Exercise care when cleaning the coil, so that the coil fins are not damaged. Under no circumstances this unit is cleaned with acid based cleaner.
Water pumps	Monthly Inspection	<ol style="list-style-type: none"> 1. Inspect all water pumps 2. Check all seals, glands and pipelines for leaks and rectify as necessary 3. Repack and adjust pump glands as necessary. 4. Check all pump bearings and lubricate with oil or grease as necessary 5. Check the alignment and condition of all rubber couplings between pumps and drive motors and rectify as necessary 6. check all the bolts and nuts for tightness and tighten as necessary

Water Pumps	Annual	<ol style="list-style-type: none"> 1. Perform all function for monthly checks 2. Check motor earthling, megger motor and connection wring on each leg. 3. Tighten motor terminals 4. Check starter contacts 5. Test and calibrate overload setting
Expansion tank	Annual	<ol style="list-style-type: none"> 1. Inspect expansion tank, Drain, clean and flush out tanks as necessary
Air handling units and fan coil units	Monthly inspection	<ol style="list-style-type: none"> 1. Inspect all air handling and fan coil units. 2. Check all air filters and clean or change filters as necessary. 3. Check all water coils, seals and pipelines for leaks and rectify as necessary. 4. Check and re-calibrate modulating values and controls. Adjust and rectify as necessary to ensure compliance to the original specifications. 5. Purge air from all water coils. 6. Check all fan bearings and lubricate with grease as necessary. 7. Check the tension of all the condensate pans, trays and drains. 8. Check and clean all the condensate pans, trays and drains. 9. Check measure and re-calibrate all sensors if necessary 10. Check, clean and service smoke detectors. Carry out a system test to ensure that the smoke detector will trip the A.H.U's 11. Check spring vibration isolators for abnormal vibration. Rectify if necessary. 12. Coil to be cleaned by (a) spray of high – pressure clean water (not exceeding 30psi (b) with chemical spray, if necessary.
Air handling units and fan coil units	Annual inspection	<ol style="list-style-type: none"> 1. Perform all functions for monthly checks 2. Tighten motor terminals 3. Check starter contacts 4. Test and calibrate overload settings.
Air cooled packed units	Monthly check	<ol style="list-style-type: none"> 1. Check condenser fan motor load ampere. 2. Check fan and motor mounting brackets. 3. Check shafts and bearings. Lubricate with grease as necessary 4. Check the tension of all belt drivers and adjust as necessary 5. Check the refrigerant leaks with electronic leak

		<p>detector</p> <ol style="list-style-type: none"> 6. Check electrical terminals and contractors operation and connections for tightness 7. Check compressor motor current 8. Check refrigerant line driers and moisture indicators
Air cooled packed	Annual	Perform all functions listed in the monthly checks.
Air distribution system	Monthly and annual inspection	<ol style="list-style-type: none"> 1. Check operation of all modulating and fixed dampers controlling air flow through unit. Lubricate all damper bearings and linkages as necessary. 2. Carry out space temperature checks on air-conditioned areas with thermo hydrograph. Balance air flow as necessary to compliance with requirements of original specifications. These checks include the calibration of sensors, thermostat, etc. 3. Check noise level of discharged air form diffusers.
Ventilation	Monthly Check and annual Inspection	<ol style="list-style-type: none"> 1. Check adjusts as necessary the air flow of all fans is in compliance with the original specifications. 2. Check the tension of all belt drivers and adjust as necessary 3. Check and lubricate all fan bearings 4. Tighten motor contacts. 5. Check starter contacts. 6. Test and calibrate overload settings 7. A system check shall be carried out for all Mechanical ventilation (MV), Pressurization and Exhaust system to verify the performance of the systems
Switch Board	Six-Monthly and annual inspection	<ol style="list-style-type: none"> 1. Clean and adjust all switch gear, contactors relays and associated electrical equipment at intervals and not exceeding six months 2. Check and prove operation of thermal over load and protection devices. 3. Check and ensure tightness of all equipments fastening and cable terminations within switch boards. 4. Vacuum clean all switch board cubicles
Piping system	Monthly and	<ol style="list-style-type: none"> 1. Check all piping system from leaks and repair

	annual inspection	these where they have occurred 2. Check for damage & deterioration of insulation or sheathings, rectify as necessary.
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Consumable materials

The department shall supply the following consumable materials and as when required:-

1. All oils and greases required for lubrication of compressors, fan bearings, motors bearings, pivots and other moving parts.
2. All refrigerant required for topping up. Refrigerant loss if due to manufacturing defect or due to negligence shall be made good by the contractor
3. All consumable filter elements/rolls.
4. All chemicals for the correct chemical treatment of the chilled water system.
5. All carbon brushes required to replace worn brushes in electric motors
6. All electric contact points required to replace worn electric contact points in switch gears, motor starter gears, electronic control gears and electric relays.
7. All electric fuses required to replace blown fuses.

Just before the expiry of the contract, the contractor shall carry out a complete system operability test on all the systems of sub-systems as called for in the contract.

The purpose of the test is to verify that the performance of all the systems or sub systems in the contract is in accordance to the specifications.

All tests shall be carried out in the presence of the Engineer-in-Charge or his representative.

The contract period is deemed to be over if the department or his representative is completely satisfied with the system performance during the test.

6.0. REPAIR AND MAINTENANCE

6.1 Support Centre:

The contractor shall have support centre at Chennai. This is in addition to staff required to be posted at site (if indicated in contract) The contractor shall furnish the names, locations, complete postal address, telephone numbers and FAX numbers of all technical support centres and also alternate contact persons including contractor. Any

change in the above details shall have to be intimated in writing by the contractor to the in charge of the employer at the earliest.

6.2. Responsibilities of Support Centre

6.1 The contractor shall ensure that all the centers are manned by fully competent and responsible personal and capable to attend the fault.

6.2 The contractor shall also ensure centres are manned and are able to provide service to the employer all the seven days of the week throughout the year. The level of service provided to the employer shall not affect due to any day being holiday or for any other reasons.

6.3 The contractor shall ensure that minimum stocks of critical genuine spare parts of the system are maintained as spare stock at the site. On expiry of contract unused parts can be taken back by contractor.

7. 0. TECHNICAL SUPPORT PROCEDURE

7.1 In case of any fault the officer in charge of the employer shall immediately contact the designated support centre of the contractor and give information about the nature of fault over phone / FAX / e-mail.

7.2 The details of faults reported shall be recorded in the fault-docket as given in **Annexure III**

7.3 Even if the fault is reported over phone to the centre a copy of the fault docket duly filled by the site in charge of employer shall be sent by FAX or E mail to the centre for record. The time of occurrence of fault as recorded in the fault docket shall only be taken into consideration for calculating the actual duration of faults and shall be final and binding.

7.4 Similarly after rectification of fault a fresh fault docket duly filled in the time of restoration and total duration of fault shall be sent by in charge of the employer to the centre.

7.5 The fault docket shall be filled with utmost care giving all the details of he fault and shall be authenticated by signature of the in charge of the employer.

7.6 The contractor shall also ensure inspection of their experts in case the fault is not rectified by the centre properly.

7.7 Once the fault has been rectified and the system is restored to normalcy the Engineer of the contractor shall record in the log book, the details of works done by them for restoration of faults and also record the details of steps to be taken and procedures to be followed for not only restoration of similar faults by employer but also for preventing the occurrence of faults in future

7.8 Any down time in the system affecting the availability of service under AMC shall be considered critical and liable to cause imposition of liquidated damage @ Rs 500 per day or part there of, of delay for restoration of fault counted from the time of reporting to the centre beyond reasonable time as assessed by the employer which shall be final and binding.

8.0 TECHNICAL BID:

8.1. Turnover for last TWO years

(Copies of I.T. returns, P & L A/c and balance sheet to be enclosed)

Financial Year	Turn over	Supporting Document

8.2 The agency should possess experience in the field of AMC for Air conditioners systems for last 3 years. Please mention the names of clients and also please mention the details of running contracts.

Sl. No.	Year	Name of the client with the address and contact number	Contract Value	Proof submitted

9.3 Certificates of Satisfactory completion of above mentioned work may be submitted. If it is noticed that any client did not find the work carried out satisfactory, the tenders of such bidders will be treated as invalid.

9.4 Details of infrastructure and training facilities (e.g. offices, No. of employees etc.,) available with bidder

9.5 Mention the registration number, if the Agency/ Company are registered under Provident Fund Act, ESI and shops and Establishments Act. Copy of Registration papers along with code numbers attached to the Agency / company may be provided.

9.6 PAN number of Income tax department shall be furnished.

9.7 Please specify in details the arrangements that will be made to provide efficient service.

I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorized person

Name:

Date:

Place:

Designation:

Company Seal:

ANNEXURE - II

10.0 FINANCIAL BID:

1. Name, address & Contact No. Of the concern:

2. Rate shall include cost of transportation of staff from agency office to site etc.

S.No	Comprehensive AMC Charges	Amount in Rs.
1	a) A.M.C for one year	
	b) Operating system 24 x 7 basis for one year	
2	Taxes	
	Total	

(Rupees _____ only)

I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorized person

Name:

Designation:

Company Seal:

Date:

Place:

ANNEXURE – III

FAULT – DOCKET

Name of Site:

Docket SI.No:

File No:

Date:

From:-

Name:
(of the officer in charge of Employer)
Designation:

To,

M/s..... (The Contractor)

Address:
(of the Technical support/Center)

1.1 Date..... Time..... (of occurrence of Fault)

1.2 Date..... Time..... (of Reporting of Fault)

2. Fault Reported to: Technical support center (Name of the person) on phone:
3. Mode of Reporting: Phone, Fax, E-Mail,
(Tick whichever is applicable)
4. Description of fault & observation of the reporting officer:
5. Details of Services affected:
6. Date Time..... (of receiving the 1st assistance over phone from
Technical support center)
7. Details of Assistance received:
(Note: Add additional sheet if needed)
8. Was the fault restored by following the instructions given over phone?
A-YES B-NO (Tick whichever is applicable)

9. If Yes, record the date & time of restoration & duration of fault:
Date..... Time..... (In hours & minutes)
10. Duration of Fault..... Days.....Hours.....Minutes.
11. Was the fault restored?
A- Partially B-Fully (Tick whichever is applicable)
12. If the fault is not restored or restored only partially, give details of observation:
(Note: Add additional sheet if needed)
13. Note: date & time of giving feedback
(Only on the event of partial/ non restoration of faults)
Date..... Time..... (in hours & minutes)
14. Date & Time of arrival of Contractor's Expert at site of Fault:
Date..... Time..... (in hours & minutes)
15. Brief observation and works done by the contractor's staff / expert:
(Detailed entry to be made by contractor's staff in the Log-Book)
16. Date & Time of complete restoration of system:
Date..... Time..... (in hours & minutes)
17. Total Duration of Fault: days..... hrs..... minutes
18. Remarks of in charge (if any):
19. Remarks of visiting Engineer (of contractor), if any:

Signature:

Name:

Designation:
(of staff in charge)

Note: 1. Each page of the Docket must be signed by designated officer of
..... (Including the additional sheets, if attached)

2. A copy of the fault – Docket must be sent to the technical Support Center of the Contractor, immediately by FAX / E-Mail after restoration of fault