

**Delhi Electricity Regulatory Commission
Admn. Division**

Notice Inviting Tender

No. F.18(11)/IT/DERC/2008-09

Dated: 18.12.2014

DERC invites quotations in sealed cover from reputed agencies/vendors/service providers for providing Annual Maintenance of package type AC units, split AC, window ACs and Drinking Water Cooler of this Commission.

The period of AMC will be initially for a period of one year which may be extended for one more year on as same terms & conditions subject to mutual agreement.

Inspection of items: Vendors/Agencies/Service Providers desirous of inspecting the condition of ACs and Water Coolers can do so at the Commission's office from **22.12.2014** to **08.01.2015** between 11:00 a.m. & 4:00 p.m. The name of contact person is: Sh. Shane Alam, Caretaker and Sh. Suresh Kumar, Asst. Gr. II. Their contact number is 011-26673610.

The Terms & Condition of AMC is given at **Annexure – I**.

The bidder should give the quotations in the proforma enclosed at **Annexure – II**.

Earnest Money Deposit (EMD): The quotations should be sent alongwith EMD of Rs. 8,000/- in the form of demand draft of a schedule bank in favour of Secretary, DERC payable at Delhi.

The last date of receipt of bid is **09.01.2015 at 1600 hours**.

Bids will be opened on **09.01.2015 at 1630 hours**.

(Nalini Dubey)
Personnel Officer

Terms and conditions of comprehensive Annual Maintenance Contract (AMC) for Air Conditioners (ACs) and Drinking Water Cooler (DWCs) installed at Delhi Electricity Regulatory Commission, C Block, Shivalik, Malviya Nagar, New Delhi – 110017:

General

1. The AMC will be valid for one year from the date of acceptance of award, which may be extended for one more year followed by one more year on the same rates subject to mutual agreement.
2. The successful bidder shall have to furnish a Performance Security within 15 days of receipt of 'Letter of Offer' @10% of total amount quoted in the form of Bank Guarantee from a scheduled Nationalised Bank in favour of "Delhi Electricity Regulatory Commission". Performance Security should be valid for a period of **Sixty days** beyond the date of completion of all contractual obligations. Earnest Money Deposit will be refunded to the successful bidder on receipt of Performance Security.
3. This is comprehensive maintenance of contract on AS IS WHERE IS BASIS Tenderer is advised to visit the site to take notice of the defects, which he is supposed to rectify with in fifteen days of award of work. He should quote rates accordingly in the tender.
4. The Firm shall take over the all ACs and DWCs for AMC on as is where is installed basis. Before commencement of AMC, the Firm shall inspect and satisfy itself of working condition of all equipments covered under the AMC. A report in this regard shall be submitted to the Commission. Before start of maintenance contract, a joint inventory having complete details i.e makes, Number of machines, date of installation and working conditions of unit etc. shall be prepared.
5. Maintenance contract of AC unit will start from the date of bringing AC units in working condition, and signing of the joint inventory.
6. The material / spares shall be got approved from the officer-in-charge before replacement and dismantled material shall be the property of the contractor.
7. The firm shall be well experienced in the field of repairing of AC units and related equipment's and shall deploy experienced and qualified manpower for repairs.
8. Contractor shall have to inform the names of the persons who will visit the site i.e for attending AC repair, the proof for the same shall have to produced on demand.
9. If the contractor's employee and workers work beyond the working hours, the permissible OTA if any, shall be borne by the contractor and nothing extra shall be paid by the Commission on this account.

10. During currency of AMC, the Firm shall attend to all faults, breakdowns, malfunctions of ACs and DWCs, within three hours of being informed, either verbally or written, on its own cost. All emergency calls shall be attended to immediately at no cost to Commission. The firm must have 24 hours Mobile/Telephone contact facility.
11. During the currency of the AMC, all parts, spares, consumables including temperature control/on-off switch of package type ACs etc. shall be repaired / replaced by the Firm, at its own cost and the Commission shall not bear any cost on this count including that of transportation / cartage of equipment / parts.
12. All replacements of spare including the Compressor, shall be of same make /model / quality, as installed in ACs / DWCs with warranty or guarantee of One year period.
13. During currency of AMC, the Commission shall pay charges, as agreed in the AMC. No other expenditure, whatsoever, shall devolve or borne by the Commission for repair and maintenance of the ACs / DWCs during the currency of the AMC.
14. The payment on account of AMC shall proportionately be reduced / altered on decrease or increase in the number of ACs / DWCs.
15. During the currency of the AMC, the Firm shall, on the 1st and 15th day of each month, depute a qualified and experienced Engineer, who shall attend to all the equipment covered under AMC in the DERC for routine check up and preventive maintenance so as to ensure proper functioning of all the machines. In the event of 1st and 15th being holiday, the said activity shall be carried out on the next working day.
16. The Commission may consider quotations either individually item wise or in group.
17. During the currency of the AMC, the Firm shall undertake detailed check / maintenance work of all ACs and DWCs on regular intervals, as per requirement and at least Four times in a year.
18. **SCOPE** : The scope of work includes the following:
 - i) All spares, Refrigerant Gases and consumable items required for maintenance of air conditioning system are included in the contract and shall be supplied & installed by the firm free of cost.
 - ii) When compressor needs replacement the same should be got done through the original manufacturer and necessary documents of proof of replacement should be submitted to the Commission. All work for replacement of compressor i.e supply of compressor vaccumization, pressure testing, leak testing refilling of refrigerant is included in this contract.
 - iii) Providing necessary manpower (skilled, semi-skilled and unskilled) as required for the above activities is included in the contract.
 - iv) The contractor shall arrange all Tool & Plant items required during maintenance and nothing extra shall be paid on this account.
 - v) All consumable material i.e kerosene, detergents, cloth, oil grease etc shall be provided by the contractor free of cost.
 - vi) Contractor shall provide the furniture, torch, first aid box, Gloves, Cleaning material, testing equipment to their maintenance of staff and an inventory of the same shall be maintained.

The detailed regular check-up and maintenance shall include the following works:

<u>Check up</u>	<u>Maintenance/Repair/Replacement Service of:</u>
<ol style="list-style-type: none"> 1. Checking of all Motors including fan motors 2. Checking of earthing 3. Checking of main electric connection 4. Cleaning of blower and condenser 5. Cleaning of air filters 6. Cleaning of evaporators and condenser coils 7. Tightening of nuts and bolts 8. Greasing and oiling of all motors 9. Check cooling effect of machines 10. Cleaning of ducts 11. Checking air temperature and air flow at the following location (Dry Bulb & Wet Bulb Temp.): <ol style="list-style-type: none"> a) Supply air grill b) Return air grill c) Inlet air condenser d) Outlet air from the condenser 12. Checking of pipe between compressor and blower 13. Checking of other related parts of the machines 14. Cleaning and washing of machines 15. Any other cleaning / checking work which is not specifically mentioned but is part of AC / DWC system 	<ol style="list-style-type: none"> 1. fan and other motors including its rewinding 2. faulty compressor 3. selector switches, starting capacitors and starting relays 4. Refilling / topping up of gas as per requirement 5. Repair / replacement of pipe between compressor and blower 6. ducts. 7. Thermostat, remote control, drive motor 8. Temperature control/on-off switch of package type ACs. 9. parts which is not specifically mentioned but is part of AC / DWC system.

19. The Firm shall maintain a **Log Book**, in a form devised by Commission and enter thereon the details of every visit viz the purpose, repair and maintenance work undertaken. The Log Book shall be signed by the Engineer of the Firm and counter signed by the officer designated for the purpose by the Commission. The Log Book shall be in the custody of Commission.

20. Payment Procedure: The Commission shall release 1/4th (One fourth) of the total contracted payment to the Firm on quarterly basis, on completion of work envisaged in the terms and condition and after rendering the service to the satisfaction of Commission. On completion of a quarter, the Firm shall, submit a pre-receipted bill for payment alongwith the copies of Service Report of the quarter concerned. The payment shall be released after deducting income tax at source (TDS) / VAT etc., as per rules.

21. The Contractor shall indemnify and keep harmless DERC against:

- a. Any third party claims, civil or criminal complaints /liabilities, site mishaps, fire hazards & other accidents including death of any person/s or dispute and /or damages occurring, or arising out of any mishaps at site due to his or his maintenance crews/engineers/mechanics/helpers fault or negligence.
- b. All claims, demands, actions, proceedings, losses, damages, liabilities, cost, charges, expenses or obligations that are occasioned to or may occasion to firm as a result of non payment of any statutory dues levied/Taxes e.g. leviable on the Contractor or the Contractor committing breach of any of the rules, regulations, orders, directives, instructions that may be issued by any authority under the Central Government/State Govt. or any statute or law for the time being in force.
- c. Any damages, loss or expenses due to or resulting from any negligence or breach of duty on his part.

- 22. Penalty Clause:** The firm shall attend to all faults within three hours of being informed. If the fault is not attended to and repaired / rectified within 24 hours of its report, the Commission shall be competent to levy a penalty at the rate of 2% of the quarterly AMC charges, for each day of delay. Further, if a complaint is not attended to or if any work is not completed to the satisfaction or if the service is found to be deficient, the Commission shall be free to get the work done through other sources and the expenditure thereon shall be deducted from the payment due to the firm, including from the Performance Security.
- 23. Termination:** If the services of the Firm is not found satisfactory, the Commission shall terminate the AMC at any time without assigning any reason thereof. On termination of AMC, the payment in respect of that quarter or part thereof shall be made proportionately after deducting the penalty etc. if any, levied by the Commission.
- 24. Closing Report:** On the last date of AMC, the Firm shall conduct a Check of all ACs and DWCs and submit a report mentioning to the effect that all ACs and DWCs are in a working condition.
- 25. Interpretation:** The interpretation of terms and conditions of this Contract by Secretary DERC and any considered decision of Secretary, DERC regarding levy of penalty, shall be final and binding on the Firm.

Annexure-II

Quotations for AMC of ACs and DWCS

S.No.	Description	Capacity	No. of Units/ Quantity	Rate per unit (in Rs.)	Tax	Total Amount including Taxes (in Rs.)
1.	Split AC (package type)	8.2 TR	05			
2.	Split AC (package type)	5.8 TR	03			
3.	Split AC	2 TR	01			
4.	Split AC	1.5 TR	11			
5.	Window AC	1.5 TR	04			
6.	Drinking Water Cooler	80 Lt.	02			