

ALLAHABAD MUSEUM, PRAYAGRAJ

Tender Inviting Annual Maintenance contract (AMC)

No. AM/AMC/2021-22/424

Dated : 01.02.2022

Subject: Comprehensive Annual Maintenance Contract for VRF Air conditioning Units etc. regarding.

Sealed Tenders are invited from eligible and willing Original Equipment Manufacturer(OEM)/ OEM authorized AMC provider for Comprehensive Annual Maintenance Contract (CAMC) **w.e.f. 01.03.2022 for 03 years for VRF Air conditioning Units etc** installed in the Allahabad Museum, Chandrashekhar Azad Park, Prayagraj-211002, Uttar Pradesh **on the terms and conditions mentioned below**. The tender document may be downloaded from office website <http://allahabadmuseum.com>



Finance cum Accounts Officer

AMC Terms & conditions

1. All the **VRF Air conditioning Units** for which CAMC is to be done are installed in this office as mentioned in Annexure-II and are in working condition. However the vendor may check/inspect it to their satisfaction from **01.03.2022 to 06.03.2022 between 3:00 PM to 5:00 PM**. No estimate for repair will be accepted after awarding the AMC.
2. **Certificate by OEM for participating in the tender for AMC of VRF system installed in Allahabad Museum is essentially required without which the tender would not be considered.**
3. The interested bidders should have a **minimum of 5 years of experience in the maintenance business particularly in surveillance systems**. Endorsements of competence and efficiency from other Govt. Departments/PSUs are to be furnished as documentary evidence for short listing of tender.
4. The envelope containing the bid along with **Annexure-I and II** should be marked "Quotations for **VRF Air conditioning Units**" and should reach to the undersigned on or before **15.02.2022 till 11:00 A.M.** positively. Tenders received after due date i.e. **15.02.2022 (11:00 AM)** will not be entertained. The bids will be opened in the presence of the interested bidders, if any, on **15.02.2022 at 11:30 AM**.
5. Comprehensive year wise Rate may be quoted for all equipment's **(in Annexure – II)**.
6. The total contract amount should be **inclusive of GST and other taxes, if any. The bids should be for comprehensive AMC.**
7. **Any type of Conditional quotation and unsolicited bids will not be accepted.** If this condition is violated, then the firm will be automatically disqualified for participating in the tender.
8. This office reserves the right to negotiate amongst all 'L1' bidders, in case of multiple 'L1' bidders, if required. However, 'L1' firm will be determined on overall prices.
9. **The AMC will be comprehensive on-site.** The selected vendor is bound to provide support services in respect of all items as per the Bidding Sheet (Annexure-II). All connectivity faults should be redressed immediately for all scheduled and unscheduled calls.
10. The sealed tenders will be placed before the Technical Committee. The Technical Committee reserves the right to select/reject the lowest quoted price and may reject any quotation without assigning any reasons thereof. The decision of the Technical Committee shall stand final in all respect.
11. Canvassing in any form will be viewed seriously and if any tender is found to be resorting to such practice the tender of such Firm will be rejected. Any approach to Higher Authorities by the firm regarding clarification/award of the tender will lead to disqualification of the firm.
12. The contract will be in force **w.e.f.01.03.2022 for 03 years**. If the office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one-month notice to the firm. The decision of Allahabad Museum will be final and no request in this respect would be entertained.

13. The successful bidders shall be required to execute an agreement with Director, Allahabad Museum or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.
14. This contract will cover Preventive and break down **VRF Air conditioning Units**” etc. as per Annexure-II and **the maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts sub-assemblies and satisfactory working of equipment including maintenance of software.** The firm shall use good quality spare parts, preferably of same brand as that available in the original system. Damages due to natural calamities only shall not be covered under AMC.
15. All the equipment under **VRF Air conditioning Units**” etc. shall be repaired against any specific complaint within 48 working hours, from the time of reporting. If the system/equipment could not be put into working order within 03 days , failing which a penalty will be imposed as under:
- (a) For complaint attended after the 48 working Hrs. free time, a penalty of Rs. 100 per hour shall be levied.
 - (b) If service provider fails to repair a unit under the contract, the service provider shall provide a replacement of similar configurations within 07 days. The original unit shall in any case be repaired/ replaced within a period of one month failing which a penalty of Rs. 1000/- per day shall be levied.
 - (c) A logregister/ on-line complaint register shall be maintained in the designated sections of the office for registration of error/fault observation of resident engineer & disposal of error/fault. This will be a key record for execution & penal clause.
 - (d) In any case, if the firm fails to repair/resolve the problem and the same is got resolved by any other vendor on payment basis, then the amount paid to the other vendor will be deducted as penalty from the next quarterly payment to the firm.
16. Contractual payment will be made at the end of each quarter on satisfactory completion of the contractual service. No delay penalty for payment would be admissible to AMC provider. Complete service of the whole Air Conditioning Plant is to be done every quarter and detailed report of the same is to be submitted in the Museum.
17. The decision of the Director, Allahabad Museum will be final in case of any dispute.
18. Non refundable Tender documents fee of Rs. 5000/-(five thousand) is to be deposited in the following Accounts Number of Allahabad Museum and receipt of the same is to be enclosed with the bid document. Without this fee, the tender would not be considered.
- Account Name- Allahabad Museum
Account Number- 11075921999
Bank & branch- State Bank of India, Triveni Branch
IFSC code- SBIN0017614
19. The firm must submit an **EMD of 5% of the contract bid**, with the bid in shape of **FDR** in favor of “*Director, Allahabad Museum*”, **failing which the tender will not be considered.**

20. If the service of the vendor is found satisfactory during the period of contract and if the vendor is willing to continue this contract at the rate quoted and finalized during the contract period, this office, at its discretion, may extend the period of contract for part of the next year or full year.
21. The EMD of the successful bidder would be kept as performance security and this will remain valid for a period of sixty days beyond the date of completion of all contractual obligations.
22. All disputes and differences arising out of /or in connection of this order shall be subject to the exclusive jurisdiction of Honorable Court at Allahabad.

Yours faithfully,



Finance cum Accounts Officer

ANNEXURE-I

TENDER APPLICATION FORM

1.	Name of the Bidder Agency	
2.	Full Postal Address	
3.	Telephone Nos./	
	Mobile Nos./	
	Email.	
4.	Date of Establishment of Firm	
5.	Nature of the Concern <i>(Partnership/Limited Co. / Government Co./ PSU/ Proprietorship) (Copy of Registration should be attached)</i>	
6.	Registration No. (attested/ self-attested copy of registration/ partnership deed/ ownership deed should be attached)	
8.	Whether the Bidder possess more than five year's continuous experience in the similar field in Government Department. (If Yes, supporting document / experience certificates, duly attested, from the respective Government office should be attached)	
9	OEM authorization certificate for Allahabad Museum site	
10.	PAN Account No. (attested / self-attested copy of PAN should be attached)	
11.	GST registration certificate. & GST No.	
12.	Copy of Latest GST Return	

ANNEXURE-II (FINANCIAL BID)

SCHEDULE OF WORKS / QUOTE YOUR PRICES

Sl. No.	Equipment Description	Qty	Unit	Rate	Amount	GST
01	Comprehensive Annual Maintenance Contract for Voltas Make 152 Hp VRF & 8 Hp Daikin make VRV Units installed at Allahabad Museum	01	01	First Year		
				Second Year		
				Third Year		

Date:-

(SIGNATURE OF BIDDER)

Place:

(Official Seal)
Full Name and Designation

UNDERTAKING

1. I, the undersigned, certify that I have gone through the terms and condition mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract.
3. I certify and give undertaking that company is not under declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.
4. I/We give the rights to the competent authority of Allahabad Museum to reject my quotation without assigning any reasons thereof. I/we abide by the final decision of the Technical Committee in all respect.
5. I hereby undertake to provide the AMC services and to provide a Service Engineer to the Office, if selected, as per direction given in the tender document/ work within stipulated period.

Date:-

Place:

(SIGNATURE OF BIDDER)

(Official Seal)
Full Name and Designation