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Tender Details

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Basic Details

Organisation Chain	Department of Pharmaceuticals National Institute of Pharmaceutical Education and Research (NIPER) Guwahati		
Tender Reference Number	NIPERG/SnP/03/AMCAC/23-24		
Tender ID	2023_MCF_722029_1		
Tender Type	Open Tender	Form of contract	Works
Tender Category	Services	No. of Covers	1
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No		

Payment Instruments

Offline	S.No	Instrument Type
	1	Demand Draft
	2	As Per Tender Document

Cover Details, No. Of Covers - 1

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical /Finance	.xls	Comprehensive Annual Maintenance Contract For Ductable Split Air Conditioning System

Tender Fee Details, [Total Fee in ₹ * - 0.00]

Tender Fee in ₹	0.00		
Fee Payable To	NA	Fee Payable At	NA
Tender Fee Exemption Allowed	NA		

EMD Fee Details

EMD Amount in ₹	45,000	EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	Director NIPER Guwahati	EMD Payable At	Guwahati

Work /Item(s)

Title	NIPERG/SnP/03/AMCAC/23-24				
Work Description	Comprehensive Annual Maintenance Contract For Ductable Split Air Conditioning System				
Pre Qualification Details	Please refer Tender documents.				
Tender Value in ₹	1	Product Category	Miscellaneous Services	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	120	Period Of Work(Days)	21
Location	NIPER Guwahati, SilaKatamur, Halugurisuk,Changsar	Pincode	781101	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	NIPER Guwahati

Critical Dates

Publish Date	05-Aug-2023 10:00 AM	Bid Opening Date	11-Aug-2023 12:30 PM
Document Download / Sale Start Date	05-Aug-2023 10:30 AM	Document Download / Sale End Date	11-Aug-2023 12:00 PM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	05-Aug-2023 10:45 AM	Bid Submission End Date	11-Aug-2023 12:00 PM

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Tender Documents					
NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	Comprehensive Annual Maintenance Contract For Ductable Split Air Conditioning System	1329.92	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	NIQ AMC.pdf	Comprehensive Annual Maintenance Contract For Ductable Split Air Conditioning System	1329.92
Tender Inviting Authority					
Name		Director NIPER Guwahati			
Address		NIPER Guwahati, SilaKatamur, Halugurisuk,Changsari-781101			
Tender Creator Details					
Created By		Gitartha Goswami			
Designation		Assistant Registrar			
Created Date		05-Aug-2023 09:23 AM			



SHORT TENDER ENQUIRY THROUGH CPPP FOR
Comprehensive Annual Maintenance Contract For
Ductable Split Air Conditioning System At NIPER Guwahati

Enquiry No.: NIPER-G/S&P/03/AMC-Central AC/2023-24 /164
दिनांक /Date: 05.08.2023

***NATIONAL INSTITUTE OF PHARMACEUTICAL EDUCATION AND RESEARCH-
GUWAHATI***

*Department of Pharmaceuticals, Ministry of Chemicals and Fertilizers Government of India
SilaKatamur, Halugurisuk, Changsari, Kamrup, Assam-781101, India*

Ph: 7099007822
Email: purchase@niperguwahati.ac.in

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NOTICE FOR INVITING TENDER THROUGH CPP- Portal

SEALED ITEM RATE TENDERS AS PER SCHEDULES ATTACHED (ANNEXURE-III) ARE HEREBY INVITED FROM THE OEM OF THE INSTALLED AC SYSTEM (VOLTAS LTD) OR AUTHORISED DEALER/ SERVICE PROVIDER OF REPUTED OEMS UNDER TWO BID SYSTEMS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR CENTRAL AIRCONDITIONING SYSTEM AT NIPER GUWAHATI

CRITICAL DATE SHEET

Tender No	NIPER-G/S&P/03/AMC-Central_AC/2023-24 /164
Date of release of Tender through e-publishing/ CPP Portal	05 th August 2023
Bid Submission start date	05 th August 2023
Last date & time for submission of bid	11 th August 2023 at 2.00 PM
Date & time for opening of technical bid	11 th August 2023 at 3.30 PM
Financial Bid Opening Date	Will be informed later
Address for Communication	The Director, NIPER Guwahati Silakatur, Halugurisuk, Changsari, Guwahati, Assam

1. The Tender form/bidding documents may be downloaded from <https://eprocure.gov.in/epublish/app>. or <https://niperguwahati.ac.in> Sealed item rate quotations are hereby invited by the undersigned, on behalf of Director, NIPER Guwahati. **Those bids which were submitted through email will be rejected.**
The sealed tender documents should reach **NIPER Guwahati Silakatur, Halugurisuk, Changsari (Assam) -781101** on or before 2.00 P.M, 11th August 2023 failing which their tenders/bids will not be considered and their tenders will be rejected.
2. Bidders are requested to visit the above website regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum through this website only.
3. More details are available in website <https://niperguwahati.ac.in>


Stores and Purchase Officer

QUALIFICATION REQUIREMENTS

The bidder must have:

- 1) Experience of successful execution of at least one work as described below-
 - i) Installation, testing and commissioning of at least one work of central, VRF, ductable split air conditioning system of capacity not less than 300TR capacity against single work order in any Govt/ Semi-Govt/ PSU/ Autonomous body in North east India during last seven years'
 - OR
 - ii) Providing comprehensive AMC service of at least one work of central, VRF, ductable split air conditioning system of capacity not less than 300TR capacity against single work order in any Govt/ Semi-Govt/ PSU/ Autonomous body in last seven years'
- 2) The bidder must be OEM of the installed AC system at NIPER (Voltas Ltd) or authorized dealer or service provider of other reputed OEMs. Except for the OEM, all other bidders, to be qualified for the tender, shall have to submit undertaking for service support and supply of spares from the OEM (Voltas Ltd)
- 3) The bidder must have its office/ branch located in Guwahati. Address proof of the office/ branch, like telephone bill, electricity bill or other valid document(s) shall be submitted.
- 4) Apart from the criteria stated at (1) above,
 - i) The bidder should have successfully executed minimum **single work of similar type, costing more than Rs.16.00 lacs**, during last three financial years (FY 2020-21, 2021-22 & 2022-23) (Proof of the same should be submitted)

OR

- ii) The bidder should have successfully **executed minimum two works of similar type, costing more than Rs.12 lacs** during last three financial years (FY 2020-21, 2021-22 & 2022-23) (Proof of the same should be submitted)

OR

- iii) The bidder should have successfully executed **minimum three works of similar type, costing more than Rs.8.00 lacs** during last three financial years (FY 2020-21, 2021-22 & 2022-23) (Proof of the same should be submitted)

The experience and capability must be supported through documents i.e, Satisfactory Work Completion Certificates specifying the nature of the job undertaken, the period of contract, the monetary value of the contract and status of the job undertaken (i.e successful completion) signed by the competent authority must be submitted as proof for the same.

Similar work would mean providing Installation services or Comprehensive/No comprehensive Annual maintenance contract/Service centers with servicing facility for all types & Models of Air Conditioners in the Government/Semi Government/Government autonomous bodies/PSUs//Institutes only.

- 5) The bidder should have **annual turnover of more than 15.00 lacs** during each of the last three financial years i.e. FY 2019-20 , 2020-21 & 2021-22 (Valid CA certificate to be enclosed)
- 6) The agency must have trained engineer/Technicians with minimum qualification of ITI/Diploma/Certified ACs/HVAC Course (Documentary proof needs to be enclosed)
- 7) The bidder should not have been blacklisted by any PSU Bank or enterprise /Private Bank/NBFC/Co-operative Bank/Govt department during last 05 years. A written undertaking has to be given by the bidder.
- 8) Bidder should have valid Registration of PAN, GST, ESI, PF and income Tax clearance certificate etc.

GUIDELINES FOR BIDDERS

1. For all clarifications regarding site conditions, items of works or any other related matters to the tender, concerned person of NIPER Guwahati may be contacted during office hours on all working days. Addendum/Corrigendum, if any, will be published only on Website. NIPER-G shall not be responsible for any delay /difficulties / inaccessibility of downloading facility for any reason whatsoever.
2. Bidders are requested to quote their prices on a firm & fixed basis for the entire period of the Contract. Bids of the firms received with prices quoted on variable basis shall be rejected without assigning any reasons and no communication in this regard shall be made.
3. **EMD Deposit:** A refundable Earnest Money Deposit (EMD) amounting to Rs. 45,000/- of the quoted value rounded off to nearest INR 100, in the form of Demand Draft drawn in favour of "The Director, NIPER-Guwahati" issued from a Commercial Bank, will have to be submitted along with the quotation. Offers received without Earnest Money or valid Certificate shall be summarily rejected. As per Rule 170 of General Financial Rules (GFRs) 2017, Micro and Small Enterprises (MSEs) and the firms registered with concerned Ministries/ Departments are exempted from submission of Bid Security.
4. **Refund of Earnest Money Deposit:** The EMD submitted by unsuccessful bidders shall be returned to them without any interest whatsoever, within 15 to 90 days after placement of order on successful bidder. The EMD submitted by successful bidders shall be returned to them after the successful bidder deposits the security money according to conditions stipulated in the bid document.
5. Late/delayed tenders received due to any reason whatsoever will not be accepted under any circumstances.
6. The bidder shall visit the site and acquaint himself fully of the site and no claims whatsoever will be entertained on the plea of ignorance or difficulties involved in execution of work or carriage of materials.
7. If bidders want to join bid opening in NIPER-G, they must come with an authorization letter from the respected company.
8. **Submissions of Bids:** The bidders must submit the hard copies of their bids in sealed cover, super scribed with "NIT under Ref. No. NIPER-G/S&P/03/AMC-Central_AC/2023-24 dated 11-08-2023" and addressed to the *Director, National Institute of Pharmaceutical Education and Research (NIPER)-Guwahati, SilaKatamur, Halugurisuk, Changsari, Kamrup, Assam-781101, INDIA.*
9. **Period of validity of bid:** Bid shall be valid for acceptance for a period of 120 days (One Hundred Twenty days) from the date of opening as indicated in the " Notice for inviting tender " and shall not be withdrawn on or after the opening of bids till the expiration of the validity period or any extension agreed thereof.
10. **Documents comprising the bid:** The bids prepared by the bidder shall comprise of (a) Technical Bid and (b) Financial Bid
 - a) **TECHNICAL BID:** - To qualify in the technical bid the bidder should have the minimum eligibility criteria as under and the firm in this regard must submit the signed Hard Copies of All the Documents required as per NIT submitted physically on or before closing date and time of the Tender)

- b) **FINANCIAL BID:** - The Prices/ Rates should be submitted in separate sealed envelope along with technical bids in Indian Rupees in the prescribed format only. The prices quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account.

11. Right to accept any Bid and to reject any or All Bids NIPER Guwahati reserves the right to accept in part or in full any Bid or reject any Bid without assigning any reason or to cancel the Bidding process and reject all Bids at any time prior to award of contract, without incurring any liability, whatsoever to the affected Bidder or Bidders.



Stores and Purchase Officer

GENERAL CONDITIONS OF CONTRACT (GCC)

1. Signing of the Contract

The successful bidder shall be required to execute a Service level agreement within 25 days from the date of issue of the Letter of Intent. In the event of failure on the part of the bidder to sign the agreement within the above-stipulated period, the earnest money deposit shall be forfeited and the acceptance of the tender shall be considered as cancelled.

2. Identity Card

Identity Card to all the workers / laborers under contractor's seal and signature for a specified period as per the terms of the contract and instructing them to carry the same during their movement/ work inside the campus.


3. Safety measures:

Suitable safety measure including scaffolding should be provided for workmen for all works to be executed during the contract period.


4. Period of service:

The contract shall be for 12 months. However, NIPER-G reserves the right to extend the duration of contract for a maximum period of three years based on the satisfactory performance of the contractor with same terms and condition.

5. Contractor's scope of work and responsibilities:

- 
- a) The scope of the work will include comprehensive onsite maintenance of the air conditioner installed in Guwahati Biotech Park including repair and replacement of the spare parts without any extra cost and expenses to NIPER-G. The scope of AMC work covers upkeep and smooth working of the air conditioner installed in the premises of NIPER-G.
 - b) AMC shall include quarterly checking and servicing of the air conditioner, the gas charging, repair of compressor, repair / replacement of motor, repair/ replacement of minor/ major parts of the air conditioning system.
 - c) AMC include checking /replacement of refrigerant pipe/drain pipe for any leakage and repairing, checking machine for noise, vibration and rectify the same, cleaning of air filter/replacement of air filter, Changing the lubricant oil periodically in the compressor, checking suction and discharge pressure of the compressor.
 - d) AMC include repair and replacement of Microprocessor control if required.
 - e) Replacement of Sensor, pressure switch, PCB or any other spares of indoor & outdoor unit if found defective.

- f) The service provider shall have to provide service against break down incidents and has to be attended within 24 hours.
- g) Any Parts required for replacement shall be used with same make & specification with the existing spares
- h) All small fabrication works, electrical works required for the maintenance service.
- i) The Service Provider will ensure to physically engage/depute competent service engineer/ engineers/technicians along with skilled helpers at the premises of NIPER-G during AMC Service and as and when required for quick resolution of the fault and to restore the service. The deployed persons should be having expertise to attend all the issues pertaining to the maintenance of all kind of Air Conditioners and relevant electrical work.
- j) For carrying out the above job the service provider has to make his own arrangements for tools, tackles and measuring equipment, safety and protective devices for carrying out the work.
- k) Contractor shall never say 'NO' to any of the requirement of NIPER Guwahati, which is in the area of Operation and AMC's technical services, as found reasonable to be entrusted to the contractor by NIPER Guwahati authority.
- l) The Service Provider to deploy one technician during any event to be conducted at the Auditorium(s) etc. of NIPER Guwahati to oversee any fault of the Auditorium ACs that may arise during the events.

 **6. Maintenance of log sheet:** The contractor shall have to maintain proper log books as per the instruction of the controlling engineer for the work to make the record available for inspection by the NIPER-G. Any lapse in the record will attract compensation from the contractor as deemed fit by NIPER-G.

7. Payment: The payment shall be made to the service provider on quarterly basis after satisfaction of the NIPER-G authority in respect to services rendered by the service provider.

8. Security Deposit:

- a) A sum equivalent to 10% of the accepted value of the tender shall be deposited by the service provider as security deposit with the NIPER-G. This may be deposited in full amount of 10% of the accepted value of the tender within 15 days from the date of issue of the work order
- b) No interest shall be payable by the NIPER-G from sums deposited as security deposit.
- c) Security deposit will be released 60 days after successful completion of the contract.

9. Penalty Clauses:

9.1 In the case of delay in attending to the complaints, penalty at the following rates will be levied:-

- | | |
|---|-------------------------|
| (a) Delay of up to 24 hours | - Rs.500 per unit/day |
| (b) Delay in excess of 24 hours and Upto 72 hours | -Rs.600 per unit/day |
| (c) Delay in excess of 72 hours | - Rs. 1000 per unit/day |

9.2 **Non- Compliance of work:** In the event of failure of the contractor to comply with the complaint, the NIPER-G shall be at liberty to engage other agency and get the work done and expenditure so incurred shall be recovered from the payment due to the contractor. Noncompliance to any of the complaints and not done satisfactorily would be recorded and recurrence of such incidents may lead to cancellation of the work order.

10. Accidents: Any accident due to negligence on the part of the contractor in following of safety procedures is purely at the responsibility of Contractor. NIPER-G is not responsible for any such accidents/damages/death. Safety of the deployed staff by the Contractor is the sole responsibility of the Contractor.

11. Termination of contract: NIPER-G may, without prejudice to any other remedy for breach of Contract, terminate the contract in whole or in parts, if

- (i) The Contractor fails to provide service within the period (s) specified in the contract or any extension thereof granted by NIPER-G.
- (ii) The Contractor fails to perform any other obligation(s) under the contract.

12. Applicable law and jurisdiction: All matters connected with this shall be governed by the Indian law both substantive and Procedural, for the time being in force and shall be subject to the exclusive jurisdiction of the Courts at Guwahati.

13. Conciliation / arbitration: If any dispute (s) or difference (s) of any kind whatsoever arise between the Parties, the Parties hereto shall negotiate with a view to its amicable solution and settlement through a committee appointed by Director, NIPER-G.

**PERFORMA FOR ELIGIBILITY AND QUALIFICATION CRITERIA OF THE
TENDERER**

a) Documents required:

Sl. No	Name of the document	Whether copy enclosed (Write Yes or No)	Page No. of the Bid
a.	Self-attested copy of Firm's Registration / Incorporation Certificate with relevant authority in India.		
d.	Statement of annual turnover of the last three years (FY 2019-20, 2020-21, 2021-22), in support of eligibility criteria mentioned above, from a registered practicing Chartered Accountant.		
e.	Audited Balance Sheet along with Profit & Loss Statement of the last three financial years (FY 2019-20, 2020-21 & 2021-22)		
f.	Income Tax clearance certificate of the last three financial year.		
g.	Self-attested copy of Service tax registration certificate, Employee Provident Fund (EPF) , Employee State Insurance Corporation (ESIC) and PAN card etc.		
h.	Self-attested copies of Work Completion Certificate in support of qualification criteria given in GIT Clause No.4(a)		
i.	Self-attested copy of Work Completion Certificate in support of qualification criteria 1(a) of the Qualification Requirements of the tender document		
j.	Self-attested copy of the Work Completion Certificate in support of qualification criteria 1(b)(i) of the Qualification Requirements of the tender document		
OR			
k.	Self-attested copy of the first Work Completion Certificate in support of qualification criteria 1(b)(ii) of the Qualification Requirements of the tender document		
l.	Self-attested copy of the second Work Completion Certificate in support of qualification criteria 1(b)(ii) of the Qualification Requirements of the tender document		
OR			
m.	Self-attested copy of the first Work Completion Certificate in support of qualification criteria 1(b)(iii) of the Qualification Requirements of the tender document		
n.	Self-attested copy of the second Work Completion Certificate in support of qualification criteria		

	1(b)(iii) of the Qualification Requirements of the tender document		
o.	Self-attested copy of the third Work Completion Certificate in support of qualification criteria 1(b)(iii) of the Qualification Requirements of the tender document		
p.	Declaration for not have been blacklisted by any PSU Bank or enterprise /Private Bank/NBFC/Co-operative Bank/Govt department during last 05 years		
q.	Documentary proof of having local office in Guwahati		
r.	Documentary proof of having trained engineer/Technicians with minimum qualification of ITI/Diploma/Certified ACs/HVAC Course		
s.	Earnest Money Deposit		
t.	Annexure – III		

**Signature of the Tenderer or his Authorized Person
(Name, designation and seal)**

Date :

Place :

N.B: The above details, duly signed and sealed by the Tenderer or the authorized signatory of the company, should be enclosed with Technical Tender.



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Annexure II**DETAIL OF AIR- CONDITIONER TO BE PLACED UNDER CAMC**

Sr. No.	Floor	Block	AC Unit Capacity (IDU) in TR
1	Ground	B	8.75
2	Ground	B	17
3	Ground	B	17
4	Ground	C	17
5	Ground	C	11
6	Ground	C	8.75
7	Ground	H	22
8	Ground	H	22
9	3rd floor	B	8.75
10	3rd floor	B	22
11	3rd floor	B	17
12	3rd floor	C	8.75
13	3rd floor	C	17
14	3rd floor	C	22
15	3rd floor	H	22
16	3rd floor	H	22
17	3rd floor	H	22
18	3rd floor	H	17
19	3rd floor	H	22
20	3rd floor	H	22
21	2nd floor	B	17
22	2nd floor	B	8.75
23	2nd floor	B	11
24	2nd floor	C	8.75
25	2nd floor	C	11
26	2nd floor	C	17
27	2nd floor	H	17
28	2nd floor	H	22
29	2nd floor	H	22
30	2nd floor	H	17
31	2nd floor	H	17
32	2nd floor	H	17
33	1st floor	B	8.75
34	1st floor	B	11
35	1st floor	B	17
36	1st floor	C	8.75
37	1st floor	C	17
38	1st floor	C	11

39	1st floor	H	11
40	1st floor	H	22
41	1st floor	H	22
42	1st floor	H	22
43	1st floor	H	22

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Annexure III

Sr. No.	Description of Job	Basic Rate	GST		Total Amount (Rs.) <i>INR</i>
01					
Total Amount in Words: (<i>INR</i>)					

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ANNEXURE – IV

The OEM certification format

(On Letter head of OEM i.e. Voltas Limited)

To

Stores and Purchase Officer
NIPER Guwahati

Sub: Undertaking in respect of providing spares, all technical assistance / support for the work of AMC of VRF & Ductable split units installed at NIPER Guwahati.

Ref: Tender No.....

Sir,

We hereby undertake that if the AMC is awarded to M/S -----, we shall provide all Technical supports and Spares with quality and quantity, as per specifications and requirement in respect of Voltas VRF & Ductable split s installed at NIPER Guwahati.

Yours sincerely

Signature of OEM i.e. Voltas Limited
Name



ANNEXURE – V

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PARTICULARS OF BIDDER

Name of the firm/company/proprietary concern registered	
Address of registered office	
Address of the office at Guwahati	
Telephone Nos./Fax/E-mail	
Specify your firm/company is a manufacturer/ authorized dealer/ distributor/ Agency	
Name of person holding the power of attorney : (attested copy of power of attorney to be enclosed	
PAN / GST No. (Attach copy)	
Name of partners, their present nationalities with their liabilities(attested copy of partnership deed to be enclosed	
Name & Address of Bankers	

Signature of Bidder with Seal

ANNEXURE – VI

LIST OF SIMILAR WORKS (COMPREHENSIVE AMC OF AIR CONDITIONING WORK IN VRF & DUCTABLE SPLIT AC) LAST FIVE YEARS:

Sl No	Full Postal Address of client & Name of Officer-in-Charge	Description of the work with contract no.	Value of contract	Date of Commencement of work	Stipulated date of completion	Actual date of completion

Note: Original or attested copies of work order and completion certificates from the client should be attached by the applicant.