

On behalf of INDIAN INSTITUTE OF INFORMATION TECHNOLOGY & MANAGEMENT - KERALA (IIITMK), the Manager (Finance and Administration) invites offers for the “**Comprehensive Annual Maintenance Contract (AMC) of Air conditioners of different brands and tonnages (60 nos)**” from experienced and qualified vendors.

Name / Nature of the work	Annual Maintenance Contract of Air Conditioners of various types & Tonnage
Time period of Execution	Initially for one year further extendable upon satisfactory performance
Tender Fee	Tender Documents shall be available only on the Internet and shall not be available for sales elsewhere. Cost of tender document, 0.2% of the tender value rounded to nearest multiple of 100, subject to minimum of Rs. 400 and maximum Rs.1500/- + GST(5%) as applicable to be submitted along with the tender.
Place of opening of Bids	IIITM-K, Technopark, Thiruvananthapuram
Earnest Money Deposit	1% of the quoted value
Issued By	The Director, IIITM-K, Technopark
Address For Communication	THE DIRECTOR, IIITM-K, IIITM-K BUILDING, TECHNOPARK CAMPUS, KARIAVATTOM.P.O, THIRUVANANTHAPURAM - 695581, KERALA TELEPHONE +91- 471- 2700777, 2784100
Final Destination for Service	IIITM-K, Technopark, Thiruvananthapuram, Kerala

### 1) Minimum Pre-Qualification Criteria

- The tenderer should be an Authorized Service Provider for at least one of the reputed Brands of air conditioners namely, Voltas, Blue Star, L.G, Hitachi, Samsung, Lloyd or reputed brands. However they should have requisite expertise in servicing and maintenance of other Brands of Air Conditioners also. A copy of Certificate/ Authorization letter issued by the company to the tenderer for being Authorized service provider is to be submitted
- The tenderer must have its office /branch located either in Trivandrum or nearby areas.
- The tenderer should have been engaged in providing Annual Maintenance Contracts for air conditioners for a minimum period of 3 years as on 31<sup>th</sup> of July, 2017.

## 2) Scope of work:

The successful tenderer shall be in a position to provide Comprehensive Annual Maintenance Contract for Air conditioners consisting replacement of all spares, periodical servicing, break down servicing etc.

### **Air Conditioner Details**

Sl no	Brand	Ton	Quantity
1	Voltas	.75 Tr	15 nos
		1Tr	19 nos
		1.5 Tr	5 nos
		2Tr	1 no
		3Tr	10 nos
2	Blue star	1.5Tr	2 nos
		2 Tr	2 nos
3	Panasonic	2 Tr	6 nos

### **List of Parts Covered Under This Contract**

Compressors ,Starting Capacitors, Running Capacitors, Relays, Thermostats, Fan Capacitors, Fan Motors, Selector switches, Contactors ( Power / Control), Gas charging, Stabilizers, Rewinding of motors, Ball bearings of motors, Fan blades, Electronic Control Circuitries, Remote Control Units, Micro Swing Motors, Built - in Timer kit, Air-Filters, External Electronic / Analog time switches provided for timed running of A.C's, Outdoor unit mounting frames, Condenser Coils/Copper Tubes of indoor/outdoor units, Parts of indoor / Outdoor unit enclosures, Cabling from indoor to outdoor, Existing copper piping from indoor to outdoor etc.

## 3) Other Terms & Conditions

IITMK is at liberty to make additions/deletions/modifications/amendments in the tender document and the applicants are bound by the same. Reasonable extension of time will, however be given to them to revise their Technical/Price Bids in case such additions/deletions/modifications/amendments are material in nature.

By submitting the application and agreeing to the terms and conditions specified in the tender, the applicant shall be deemed to have full knowledge of the proposed scope of work/project and no extra charges consequent to and arising out of any misunderstanding/misinterpretation or otherwise shall be allowed by the IITMK. Submission of an application by an applicant implies that he has read this notice and all other documents relating to this tender and has made himself fully aware of the scope and specifications of the work/project to be undertaken and also the terms and conditions and other factors having a bearing on the execution of the work/project

IITMK reserves the right to accept any quotation and to reject any or all quotations. IITMK will place order on the vendor, whose offer has been determined to be substantially responsive to the tender.

The price quoted in price bid should be inclusive of all types of taxes (GST, Income Tax, All type of Insurance Charges etc). No extra charges will be paid over and above the contract amount on account of any taxes (existing or future addition) or on any other account.

New air-conditioners installed and which are under warranty period presently will not come under the purview of this Contract immediately on awarding of Comprehensive AMC. The details of such Air conditioners presently existing will be provided during awarding of the works. When the Warranty period of these units expire during the period of AMC then, these units are to be maintained by the Contractor till the expiry period of AMC. Additional AMC Charges will be paid on the pro-rata basis for the period for which these units are to be maintained at the same unit rate as applicable to similar item in the original AMC and on the same terms and conditions of the AMC.

If any additional number of air-conditioners is added during period of AMC in the offices covered in Tender, after completing of warranty periods of additionally installed air conditioners, the additionally installed air conditioners are to be maintained by the Contractor till the expiry period of AMC of the Contractor according to the same terms and conditions of the Contract. If any units are removed from AMC the same will have to be covered under these AMC. The AMC contractor has to maintain these units at the same unit rates offered by them for the similar units in the Contract proportionate amount as per the unit rate of the Tender will be deducted.

The Annual Maintenance Contract will be of comprehensive in nature and for a period of one year. IITMK, at its discretion may extend the term further.

This comprehensive Contract includes replacement of faulty spares like Compressors, Starting Capacitors, Running Capacitors, Relays, Thermostats, Fan Capacitors, Fan Motors, Selector switches, Power Contactors, Control Contactors, External Time Switch Units provided for specific time running of A.C's, Stabilizers, Rewinding of motors, providing Ball bearing of motors, Fan blades, Electronic Control Circuitry, etc at Contractor's cost including Gas charging and attending all complaints and breakdowns of all types of air-conditioners.

Only original spare parts/quality approved by the IITMK will be permitted to be used for the maintenance during the AMC Period.

Periodical preventive servicing has to be carried out once in **three months** for all the Air conditioners covered under AMC. During the quarterly servicing, the contractor should water service the AC unit including water washing of filter, drain tray and pipe cleaning, Evaporator brush cleaning, oiling/greasing of all Fans, checking of current consumption, checking of output performance, testing of Gas pressure if necessary, water washing of Condenser Coil, etc

Complaints regarding the non-functioning of air-conditioners are to be attended within within one day from time of reporting the complaint. The AMC Contractor is entitled to take back the old faulty/damaged parts of the Air-conditioner, which are replaced by new parts.

Defective spares compressors / condensers are to be replaced with new compressors / condensers and repairing of the old compressors is not permitted. Whenever new compressors / condensers are used, the Contractor has to produce original invoice and Warranty Card of the new Compressor/ condenser at the discretion of the IITMK. The compressor/ condenser being replaced should match with the original star rating of the air conditioner.

All the Air-conditioners covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor has to repair /service/ maintain the air conditioners under the AMC in as is where is condition when handed over to them under AMC.

Payment Terms: AMC Charges will be paid at end of every half year of the AMC period.

Penalty for Delayed Services: Penalty will be charged @ 0.5% of the contract value per day subject to maximum of 5% of total order value, in case of delay / non-completion of work within the stipulated time period.

Firm period of Tender will be 90 days from the date of notification.

Place: Technopark

Manager (F&A)

**FORM OF APPLICATION**  
(On Tenderer letter head)

Date:

To,  
The Manager  
(F&A)

Dear Sir,

**Tender for Comprehensive Annual Maintenance Contract (AMC)**  
**of Air conditioner**

1. I/we have read and understood the instructions and other terms and conditions furnished in the IIITMK Website in respect of the captioned tender. I/we hereby submit my/our application for the captioned "Comprehensive AMC of Air conditioner" of IIITMK. I/we do hereby declare that all the information furnished in the application and supplementary sheets are correct to the best of my/our knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
3. I/we clearly understand and agree that if any of the information furnished by me/us hereunder is found to be wrong or untrue or false or incorrect or incomplete, my/our application is liable to be rejected. Further, if I am/we are appointed as the 'Executing Agency' for the above Project on the basis of the information furnished in my/our application and the information furnished therein is subsequently found to be wrong, untrue, false or incorrect, my/our contract with the IIITMK is liable to be terminated forthwith at the discretion of IIITMK, at any stage, without notice and without any compensation whatsoever for such termination.
4. I / We understand and agree that the decision of IIITMK in selection of the AMC Provider is final and binding to me / us.
5. My /our GST & PAN Numbers are as follows.

GST Registration Number. ....

PAN Number. ....

Thanking You,  
Yours faithfully,

Signature of the Tenderer.

Name:

Designation

Company with seal: \_\_\_\_\_

**IITM-K**  
**Financial Bid**  
**Tender Enq. No.**\_\_\_\_\_

Total amount for providing Annual Maintenance Contract (AMC) of Air conditioner (60 nos) at IITMK as per the terms and conditions contained in the Tender document shall be Rs.\_\_\_\_\_ (Rupees.\_\_\_\_\_) including all taxes.

Sl no	Brand	Ton	Quantity	Amount(Rs.)
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