



**INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY, DELHI**  
(A state university established by Govt. of NCT of Delhi)  
**Okhla Industrial Estate, Phase III New Delhi 110020**  
(Tel No 011-26907400, 563, 565 Website: [www.iiitd.ac.in](http://www.iiitd.ac.in))

**NOTICE INVITING TENDER FOR**  
**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC)**  
**WINDOW/SPLIT/TOWER/PACKAGED/DUCTABLE,**  
**AIR CONDITIONERS AND STORAGE TYPE DRINKING WATER COOLERS**

The Indraprastha Institute of Information Technology Delhi was created as a State University by an Act of Delhi Government. The Institute has a campus spread over an area of around 25 acres. The Institute invites sealed tender for the work of Comprehensive Annual Maintenance of Window/split/tower/packaged /ductable unit air conditioners, and storage type drinking water coolers installed at IIITD Campus, New Delhi, from the experienced agencies in the relevant category of work and who have carried out similar works with Govt. departments/PSU's/MNC's and also from the reputed AC manufacturers or their authorized dealers or service providers as per the requirements and details enclosed.

**Bid Schedule**

Name of Services:	Comprehensive Annual Maintenance of window/split/tower/packaged /ductable unit air conditioners and Storage type drinking water coolers installed at IIITD Campus Okhla Phase-III New Delhi-110020.
Tender No	<b>10/2025 dated 04.03.2025</b>
Date of Start and downloading the tender (Tender document available from <a href="http://www.iiitd.ac.in">www.iiitd.ac.in</a> )	04.03.2025
Tender Fee/cost	Rs.1180/- including GST in the form of a demand draft/ pay order in favor of “ <b>IIIT Delhi Collection</b> ” which is non-refundable. The bidder can also make online payment of by using following details : NEFT Transfer A/c details are as under: Bank - HDFC Bank LTD , Okhla Industrial Area Phase –III New Delhi 110020 Beneficiary's Name - IIIT Delhi Collections Account No - 20741110000035 IFSC code- HDFC0002074 In case of on-line payment of Tender Fees - UTR No. (For Tender Fee)
Earnest Money Deposit (EMD)	Rs. 20,000/- in the form of Demand Draft/ Pay Order in favour of “IIIT Delhi Collections” payable at New Delhi - 110020 (except for those who are exempted by NSIC certifications (with Proof)) failing bid shall be treated as invalid and shall be liable for rejection.

Last date of submission of tender	The complete tender in a bigger envelope, containing two small envelopes, in which one envelope containing Technical bid having documents & EMD and Second envelope containing –Financial bid, shall be submitted by <b>25<sup>th</sup> Mar 2025</b> up to <b>3.00 PM</b> at A- 203, Old Academic Block IIIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020. (tender deposit in the Tender Box kept on 2nd Floor of Academic Block of the Institute)
Date of opening of <b>Technical Bid</b> (envelope-1)	The first envelope containing Technical documents and EMD will be opened on <b>25<sup>th</sup> Mar 2025</b> at 3.30 PM at A-203, Old Academic Block IIIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020
Financial bids ( <b>envelope-2</b> ) of only those bidders, who qualify for bidding will be opened.	The date for opening of second envelope containing financial bid will be intimated to the qualified bidders
Address for communication & submission of tender documents and opening of technical bid	Registrar, IIIT-DELHI, Okhla Industrial Area, Phase III, New Delhi 110020.
Performance Guarantee	To be submitted by L1 bidder. The bidder whose bid is accepted will be required to furnish a Performance Guarantee 3% of the tendered value of the accepted tendered amount. This guarantee shall be in the form of DD / FDR in favour of “ <b>IIIT Delhi Collection</b> ” payable at New Delhi-110020. Bank Guarantee of any scheduled bank drawn in favour of IIIT-Delhi. Will be returned 1 month after completion of AMC
Date for start of services	From 1 <sup>st</sup> April 2025
Clarification/Queries, if any, can be addressed to	email ID: admin-project@iiitd.ac.in phone no01126907563/564/565, 011-71985363/ 9773793610

**(Note: The bidders having valid registration with NSIC/MSME may avail exemption from submission of EMD but must enclose valid NSIC / MSME certificate/document with registration for similar works in envelope No. 1 instead of EMD demand draft. However, all bidders irrespective of their registration with NSIC/MSME have to submit the requisite Tender Fee).**

If there is any addendum/corrigendum related to tender, it shall only be published on IIITD website (<https://www.iiitd.ac.in/tenders>). The Bidders are advised to check IIITD website regularly. No other mode of notice will be given.

If the last date of receiving/opening of the bids coincides with a holiday, then the next working day shall be the receiving/opening date.

Note:

1. The tenders shall be super scribed with “Tender for Comprehensive AMC of Window/split/tower/packaged /ductable unit air conditioners, and Storage type drinking water coolers installed at IIITD Campus Okhla Phase-III, New Delhi-110020 to be submitted in office by 3 P.M on **25<sup>th</sup> Mar 2025** to be opened on the same day at 3.30 P.M. Any bid submitted after 3 P.M. on **25<sup>th</sup> Mar 2025** shall not be considered by IIITD.
2. The Earnest Money in the form of Demand Draft/Pay Order valid for minimum three months from date of publishing of tender on IIITD website, payable in favour of “**IIIT Delhi Collection**”. The GST No. & copy of PAN card of the firm shall be enclosed with the tender.
3. The tender shall be completed in all respect and should be signed by the Authorized Signatory of Tenderer on all the pages and duly signed all pages of tender shall be placed with Technical Bid. Also, the company stamp shall be placed under the signature of person on each and every page of tender document.
4. All the columns of the tender shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. The rates shall always be both in figures and words.
5. The Tender should be signed on each page, dated and witnessed in all places provided for in the documents; all other papers should be initialed. The Technical bid of the bidders will be opened at 3.30 P.M. on **25<sup>th</sup> Mar 2025** and financial bid of the technically qualified bidders only will be opened on a later date. All technically qualified bidders will be intimated accordingly for the same.
6. The tenderer must confirm their acceptance of the terms and conditions mentioned herein and the enclosed documents. Each page of the original quotation document should be signed and returned back and this will form a part of the contract.
7. Complete tender document available on our website <https://www.iiitd.ac.in/tenders>, any further corrigendum/addendum to this tender document shall be made available on aforesaid website. It is therefore, requested that the bidders may regularly visit the website for checking any corrigendum/addendum to this document.
8. The equipment are to be repaired maintained and serviced as per the SOP

**The scope of work includes:**

**SCOPE OF WORK** All the complaints received shall be attended to by the firm in following manner: -

SERVICE LEVEL AGREEMENT SHALL BE ENTERED INTO AS PER FOLLOWING GENERAL BREAK-DOWN CONDITIONS:

1. Critical faults immediately. (within two hours)
2. Minor faults within 24 hours by replacement method, with the available spares, if instructed by the Engineer in-Charge.
3. Major faults within 48 hrs, which are to be got serviced from authorized service centres of manufactures by making available serviceable standby air conditioners in case of window air conditioners.
4. The replacement of components shall be as per manufactures instructions and as per the decision of Engineer in-charge.
5. The service provider will carry-out preventive maintenance of all air conditioners, cleaning of filters, washing and checking of gas etc. Four wet servicing in a year. Periodicity will be reasonably spaced.
6. In case of gas leak, the same is to be rectified and gas charged for satisfactory working condition.
7. Compressor if found defective due to any reason the same is to be replaced. Replacement shall be obtained from the manufacturer or their authorized dealers only .
8. All electrical components such as overload relay, capacitor, thermostat etc. are to be replaced by genuine spares, if found defective.
9. Fan motor if found defective, the same is to be repaired/replaced.
10. Replacement of compressor/ other items Bidder must ensure trouble free by providing four numbers servicing with suitable chemical solution in year besides, above vendor is to attend unlimited breakdown complaint logged through email or mobile.
11. The equipment are to be repaired maintained and serviced as per the SOP.

**DETAILS OF AIR-CONDITIONERS**

S.no	Type	Make	Ton	Qty	Total Tonnage
1.	DUCTABLE AC	HITACHI/VOLTAS	8.5 TR	3	25.5
2.	DUCTABLE AC	VOLTAS	5.5 TR	1	5.5
3.	DUCTABLE AC	VOLTAS	11 TR	2	22
4.	PACKAGE AC-16.5TR WITH 3 NOS OUTDOOR UNIT	VOLTAS	16.5 TR	4	66

5.	TOWER AC	VOLTAS/LLYOD	2.0 TR	2	4
6.	TOWER AC	VOLTAS/PANASONIC	4.0 TR	10	40
7.	SPLIT AC -ALL WEATHER	VOLTAS/LLYOD	1.5 TR	28	42
8.	SPLIT AC -ALL WEATHER	VOLTAS/LLYOD	2 TR	7	14
9.	SPLIT AC	VOLTAS/CARRIER/ BLUE STAR/INDCOOL	2.0 TR	24	48
10.	SPLIT AC	VOLTAS	1.5 TR	2	3
11.	WINDOW AC	VOLTAS	1.0 TR	2	2
12.	SPLIT AC (RESIDENCE)	VOLTAS (4 NOS)/ BLUE STAR(1 NO) /DAIKIN (1 NO)	2.0 TR	6	12
13.	WINDOW ALL WEATHER(RESIDENCE)	VOLTAS	1.5 TR	1	1.5
	<b>Total</b>				<b>285.5</b>

### Ductable/Package Type Equipment

1. Carrying out quarterly inspection of equipment listed above, as a part of Preventive Maintenance (PM) in accordance with relevant PM checklists and as per schedules that will be prepared upon activation of contract.

The salient features in these checklists are as follows:

- a) Checking the central AC or Refrigeration system and equipment such as compressors, motors, and their electrical controls on the respective equipment.
- b) Checking the refrigeration system for any leaks.
- c) Replenishment of refrigerant if leakage found after proper repairs.
- d) Checking the electrical and refrigeration control system for operation and adjustments of set values as necessary.
- e) Lubrication of all necessary points in the system & its components in line with the checklist if required.
- f) Changing of spare parts or repairing or re-calibration as may be necessary.
- g) Replacement of PCB, Motor, Compressor, Sensor, Contactors etc.. occurring due to normal operation.

### TECHNICAL REQUIREMENTS FOR SERVICING & REPAIR (MAINTENANCE) OF STORAGE TYPE DRINKING WATER COOLERS:

#### 1.0 SCOPE:

This section indicates the servicing/repair of water coolers of various make & capacities both instantaneous and storage types which includes process water coolers also. The water coolers include all the components and accessories such as compressor, cooling coil, condenser, water tank, fan motor with fan, sheet metal parts and frames and all other items/accessories which are necessary for the safe and efficient operation of the water cooler. The equipment are to be repaired maintained and serviced as per the SOP.

- a) SERVICING OF STORAGE TYPE DRINKING WATER COOLERS (QUARTERLY)

- Lubricating of fan motor.
- b) Cleaning of condensing unit.
  - c) Checking of all electrical components and connections and replacing them if required.
  - d) Checking of water taps for working and repairing.
  - e) Checking of mechanical connections and making them good.
  - f) Attending drain pipe chokes etc.
  - g) Patching/touching up of the unit wherever required.
  - h) Corroded sheet metal parts to be repaired/replaced.
  - i) Fan motor to open and service/repair, replace bearing and shaft if required.
  - j) Checking of sealing gasket, replace if required for preventing entry of foreign bodies.

<b>S.no</b>	<b>Type</b>	<b>Ltrs</b>	<b>Qty</b>
1	Water Cooler-Voltas	150Ltr	80
2	Water Cooler-Voltas	300 Ltr	2

***Contractor must visit site before quoting and fully satisfy himself of the site conditions.***

The above are general check – lists and test requirements etc. The contractors shall be bound for undertaking any other check test which is considered necessary for efficient functioning of equipment/system, whether included in above schedule. He shall not claim any extra charge for such work However, replacement of worn out/defective material .

It may be ensured that parts of authorized brand should only be used for repairs and replacement. If it is found at a later stage that substandard /inferior quality items are used during the AMC, necessary action will be taken against such firms, including forfeiture of their Performance Security and debarring them for quoting future tenders.

### **Technical Bid**

The agencies / companies who fulfill the eligibility criteria mentioned below will only be considered for opening of financial bid:

<b>S. No.</b>	<b>Particulars</b>	<b>Document (s) to Annex</b>	<b>Technical Compliance (Yes/No)- Page No</b>
1.	As on 28.02.2025, the agency / Company should be in existence for at least <b>Five</b> years.	Certification of registration regarding services of air conditioning /HVAC	
2.	Company should have average turnover of Rs.25 lacs in similar field in previous three financial years ending on 31.03.2024.	CA certified copy of turnover from annual maintenance contracts. Annual Turnover <ul style="list-style-type: none"><li>• 2021-22</li><li>• 2022-23</li><li>• 2023-24</li></ul>	
3.	Reputed AC manufacturers or their authorized dealers or their authorized Service providers/contractors/experienced agencies for providing Comprehensive AMCs for air conditioners.	Certificate to be furnished/enclosed  Tender specific Authorized Service providers from Voltas/Carrier / Blue Star/Panasonic/Llyod/ Reputed AC manufacturers needs to be attached along with bid submission. Without Authorizations from Authorized Service providers from Voltas/Carrier / Blue Star/Panasonic/Llyod/ Reputed AC manufacturers bid will be rejected/disqualified.	
4.	Company should have experienced and reputed Electrical Licensed contractors / Registered contractors of similar work in Institute/Academic Institute/Public Sector Undertaking/ MNC/ Corporate Sector during last <b>Seven (07)</b> years. - i) Three similar completed works costing not less than the amount equal to Rs.4lakhs. or ii) Two similar completed works costing not less than the amount equal to Rs 6 lakhs. or iii) One similar completed work costing not less than the amount equal to Rs.8 lakhs. “SIMILAR WORK” means, experience in the service / maintenance of Air- Conditioners (Window, Split, Invertor Type and Tower/Packaged and ductable units) and water coolers to various organizations.		
5.	Company should have valid PAN, GST registration	Certified Copy of each document	
6.	The bidder Should have a EPF & ESIC Registration	Certificate to be furnished/enclosed	

7.	Company should not have been barred / blacklisted for taking up similar work in any organization	A certification to this effect on the letter head of the bidder.	
8.	Earnest Money Deposit (EMD)	Rs.20,000/- in the form of Demand Draft in favour of “ <b>IIIT Delhi Collection</b> ” payable at New Delhi (except for those who are exempted by NSIC certifications (with Proof)) failing shall be treated as invalid and shall be liable for rejection.	
9.	The Firm/office/service should have well established servicing facility in Delhi - NCR (Address proof)	Certificate to be furnished/enclosed	
10.	Bidder must have sufficient Technical & supervisory staff proficient in managing the tender service (Please enclose undertaking on bidder’s business letterhead signed by the authorized signatory)	Certificate to be furnished/enclosed	

### **Award of Work**

Those who meet the eligibility criteria as above will only be considered for opening of financial bid. In this regard decision of the Institute shall be final and not open to dispute/challenge. The agency quoting the lowest rate for AMC shall be considered for award of work. However, IIIT-Delhi does not bind itself to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason.

### **Financial Bid**

Interested agencies may submit financial bid as per enclosed format (**Annexure-“A”**), duly authenticated and stamped. Bidders are advised to inspect the site before quoting the rates. **The Financial Bid should contain all relevant price information for Comprehensive Annual Maintenance of Window/split/tower/packaged /ductable unit air conditioners and Storage type drinking water coolers at IIITD Campus, New Delhi.** The Bid Form must be filled in completely, without any errors, erasures or alterations. The Financial Bid should not contradict the technical offer in anyway.

### **Payment Terms**

Quarterly bill by the 7<sup>th</sup> day of next month shall be raised for 25% of the total contract value plus taxes, as applicable. Payment shall be released within 15 days of raising bill. Payment shall be released through online mode only. The bidder is advised to furnish copy of the cancelled cheque and funds transfer details as will be provided by the Institute. No payment in advance shall be considered. Payment will be made on quarterly basis after satisfactory services certified by the engineer in charge. Quarter shall mean three months.

### **Performance Guarantee**

Selected company will be required to deposit Performance Guarantee @ 3% of the Work value which shall be in the form of DD/FDR/Bank Guarantee in favour of the Institute. **The format of which will be provided at the time of Award of Work..**

### **TIME PERIOD:**

The AMC shall be for one year and the IIITD reserves the right to enter into AMC for another year on the same terms and conditions depending on the services rendered by the bidder. The AMC shall be in force for the period of one year form the date of award the work.



### **Bidding Procedure:**

Bids are invited in Two Bids System i.e. (1) Technical and (2) Financial

Technical and Financial bids should be sealed separately and enclosed in a sealed envelope clearly indicating separately Technical Bid for “**Comprehensive Annual Maintenance of Window/split/tower/package/ ductable unit air conditioners and Storage type drinking water coolers at IIITD Campus, New Delhi.**” addressed to Registrar IIIT-Delhi, Okhla Industrial Area Phase-III, New Delhi-110020.

Sealed quotations shall be received not later than 3.00 P.M. on **25<sup>th</sup> Mar 2025**. No bids will be accepted after this date & time under any circumstances. The Institute will not be responsible for any postal/courier delay and also for reasons beyond control of the Institute.

Technical bids must contain the EMD for specified amount, along with complete technical details as desired by this tender. Technical bids of all the tenderers will be opened on prescheduled date, time & venue. Technical bids without EMD will be summarily rejected. The financial bid will be opened after evaluation of the technical bid. Financial bid of only those meeting the requirement of the Institute will be opened and no representation in this regard will be entertained. The date, time of opening of financial bid will be communicated later.

Addition/deletion of total quantity up to 20% covered under the contract is also possible during the contract period. Contract amount will be modified & intimated to the vendor accordingly.

**Increase / Decrease of ACs:** If Institute decides that the additional number of air-conditioners other than the quantity mentioned in the tender are to be maintained by the Contractor, the contractor shall agree and maintain the ACs till the expiry period of AMC as per the same terms and conditions of the Contract. Proportionate amount of AMC shall be paid by the Institute for the same.

If any units covered under these AMC are removed/dismantled/shifted from this location to another location, the Contract amount as per the unit rate of the Tender will be revised and suitable deductions made from the AMC bills.

Breakdown calls shall be attended to immediately / on the same day and a record of such service, duly acknowledged by the person in charge shall be maintained. Breakdown calls that could not be attended to on the same day for exceptional reasons shall be attended to on the next day, without fail. Units taken out of the office premises for service at your workshop shall be returned at the earliest and in any case, within a week's time Non-attendance of complaints of this nature beyond a week would entail deduction of penalty of Rs.500/- per day/Unit till the complaint is fully resolved.

List and quoted rates for all parts may require change or replacement shall have to be included in the BOQ.

### **How to submit**

The interested agencies may submit their proposal along with the above-mentioned documents by subscribing the envelope “**Comprehensive Annual Maintenance of Window/split/tower/package unit /ductable air conditioners and Storage type drinking water coolers at IIITD Campus, New Delhi.**” enclosing separate sealed envelopes marked as

**Technical Bid and Financial Bid, to reach the Registrar, IIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020 by 1500 Hrs on 25<sup>th</sup> Mar 2025.**

**For and on behalf of  
Indraprastha Institute of Information Technology Delhi  
Signed Registrar**

## **TERMS AND CONDITIONS**

1. The contract is initially for a period of one year. The contract will be reviewed yearly, and may be extended for a period of maximum of three years. However, Institute at its discretion, can terminate the contract without citing any reason at any point of time by giving three (1) month notice. In case of termination, Institute will be liable to pay pro-rata amount to the vendor only for the period for which the AMC services availed by the Institute. On mutual consent, contract may be extended for a further period of two years on the same rates, terms and conditions.
2. The Comprehensive Annual Maintenance contract (NCAMC) is located in IIITD Campus Okhla Phase-III, New Delhi. The selected vendor will be required to maintain the system in the mentioned site.
3. Logistics: The customer shall provide all the necessary permits, forms and documents if any required for the movement and avoidance of octroi/entry tax if any.
4. The service provider shall provide direct service and shall not employ subcontractors
5. Bidders may visit IIITD and assess the requirement, before bidding.
6. The Institute shall not be responsible for any loss, breakage or theft of Contractor's material for which he has to make his own arrangements for storage.
7. The contractors are advised to get acquainted with the proposed work and its site and special conditions carefully before tendering. No claim of any sort shall be entertained on account of any site conditions and ignorance of specifications and special conditions.
8. Prices quoted should be for Institute premises and should be all inclusive of statutory taxes, fees, cesses, any duties, levies, charges, surcharges and other components, etc. except GST which is to be shown separately.
9. The successful bidder has to submit the security deposit /performance guarantee from nationalized bank of equivalent amount of 3% of the contract value within 10 days of issue of order on awarding the contract but before execution of the agreement, to cover any loss or damage caused to or suffered by the Institute due to acts of commission and omission by the successful bidder or any failure on the part of the successful bidder in fulfillment of terms and conditions of the contract and conditions contained in the agreement. The Bank Guarantee shall have to remain valid for the entire duration of the Contract plus three months beyond the completion of contract period. The successful bidder shall not be entitled to any claim or receive any interest on the amount of performance guarantee. The EMD of the successful bidder will be refunded after submission of the performance Guarantee/Security Deposit. Successful bidder may also submit the performance guarantee in the form of demand draft payable to IIIT-Delhi Collections.
10. The rates quoted by the contractor shall be taken as net and nothing extra shall be paid on any account i.e. royalty, cartage, taxes and stacking at required places etc.
11. In case of any breakdown the contractor shall visit site to attend the breakdown.

12. Payment shall be made on quarterly basis.
13. The technical proficiency and the behavior of the staff to be engaged shall be checked along with the credentials of the staff and only those who pass the above criteria shall be engaged at the site.
14. The department reserves the right to close the contract at any time during the currency of the contract and 7 days' notice will be issued to the contractor without giving any compensation.
15. The rates quoted shall be inclusive of all taxes i/c GST.
16. Escalation matrix up to the level of CEO must be provided with phone numbers and e-mail addresses of all personnel in the matrix.
17. This is purely a service contract. All the staff engaged by the contractor shall solely be his liability and this department, in no way, shall be held responsible for any compensation for any of their acts/accidents.
18. In case of any accident during the maintenance of the equipment leading to injuries, damages to human being, equipment and or loss of life, the contractor shall be fully responsible for setting all claims and indemnity. In this respect no compensation shall be made by the department. inquiry office & shall be produced as and when required by higher officer of deptt. Otherwise recovery @ Rs. 1000/- per month will be made from the bill.
19. Repair/replacement shall be done at the direction of Engineer-in-Charge to keep the system in healthy condition and with minimum down time.
20. In addition of above T&P if any special T&P shall be required, the same shall be arranged by the contractor within the scope of work for which nothing extra shall be paid.
21. Technical staff shall visit the site and check the complete system, including all of the above mentioned sub systems, once in a quarter and carry out the required preventive maintenance to avoid break downs. The service slips/ log books for every visit shall be got signed from Engineer-in-Charge regularly.
22. All installations shall be kept clean and safe from risk of Fire/Theft/Accidents and damage etc.
23. The Institute shall not pay any compensation in respect of any injury or death caused to the workers of the bidder. It will be the sole responsibility of the Contractor. There would be no liabilities whatsoever of the Contractor by the IITD.
24. The Bidder shall be liable to pay compensation for any loss and damage caused to the property of IITD by the bidder or his workers
25. The contractor shall bring to the immediate notice of the department any defect/mal-functioning of any of the equipment and machinery which requires attention of the department if not otherwise covered by the scope of the contract.
26. The Bidder shall personally be responsible for the conduct of his staff and in case of any complaint

against any staff; bidder will be under obligation to change the worker when instructed by authority. The bidder shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws. The IIITD will not hold any responsibility with regard to staff on the role of the bidder

27. Dismantled materials if any resulting from the replacement or repair shall be returned to the Engineer in charge.
28. The workers shall be scanned for temperature before entry as per norms and actions per policy taken.
29. All workers are supposed to use identified utilities of the Institute only.

**Additional Term and Conditions**

1. The period of Comprehensive Annual Maintenance Contract will be one year (12 Month) from the date of award of contract. The contract can be extended further on satisfactory performance and on mutual consent.
2. No Advance payment will be made.
3. All the Air-conditioners and water coolers covered in this contract have to be maintained as per the standards of the original manufacturing company during the warranty period as well as AMC.
4. The contractor has to repair /service/ maintain the air conditioners under the AMC in as is where is condition and handover the ACs and water cooler to the IIITD under AMC in good running condition.
5. All required tools and tackles (in good working condition) necessary for carrying out repair and maintenance works of Air Conditioners and water coolers under AMC have to be provided by the vendor.
6. Professionally qualified personnel who have expertise in the AC supplied by the vendor will be permitted to undertake Preventive Maintenance/repair services during the period AMC period.
7. During the term of the contract, the vendor will maintain the equipment in perfect working order and condition and for this purpose will provide the repairs and maintenance services as under:

Type of Service	Warranty Period	AMC
Preventive Maintenance	Every Quarter	Every Quarter
Breakdown Maintenance	Within 8 hours of complaint	Within 8 hours of Complaint

8. Comprehensive AMC includes everything from all type of services, components, transportation charges and any other charges required for the full operation of the equipment. The entire costs incurred shall be borne by the bidder.
9. The parts replaced should be genuine OEM replacement parts and in case of other component, the components should be ISI mark.

10. In case if vendor is not able to repair the faulty equipment within 10 days, the Bureau will get it repaired/replaced at its own level, without intimating the firm. The cost of the same would be deducted from the CAMC amount of the vendor.
11. The IIITD shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties mentioned in the tender.
12. After the contract is awarded, if it is found that the service given by the vendor is not satisfactory, the contract will be terminated by the competent Authority or his representative nominated for the purpose. Any pending payment will not be paid if agreement is terminated for the above reason. The IIITD will have no liability.
13. Minimum one preventive maintenance in each quarter should be carried out and the type of service Wet/Dry will be at the discretion of the IIITD. The IIITD may ask for more services as and when required.
14. New parts which are being replaced should be shown before replacement.
15. The Bidder is required to furnish the decarlation mentioned at **Annexure I** on his letterhead else his bid may be rejected .
16. Quarterly Bills, duly supported by user certificate to the effect that all the machines have been serviced and are working in good condition, shall be submitted to the FMS Office along with the Service Report acknowledgements before 7th of the following month. Payment shall be made after verification of the Records.
17. At the end of the service period/termination of contract, hand over the Air-conditioner units in working condition to the successor service provider.
18. The payment for the last quarter shall be made to the selected Service provider only after completion of handing over of all Air-conditioner Units in working condition to the successor service provider and after receipt of taken over note from the successor service provider.
19. All the bidders for this tender are deemed to have understood and accepted the contents of this Notice.

## PROFORMA FOR BID

1. Name and Address of the firm/agency, telephone number, fax, mobile number, email address
2. Type of organization (Whether proprietorship, partnership, private limited, limited company)
3. Name and Address of the directors proprietor /partners
4. Year of formation of the company/ experience
5. Nature of business carried by the company
6. Total number of employees of the firm
- 7. Contact number in case of emergency**
8. Whether authorized service provider of any OEM/Manufacturer ?
9. If yes, Name & Address of OEM (please furnish documentary proof)
10. Details of contracts executed till date  
(Please give details of contracts executed previously in a separate sheet, along with documentary proof thereof)

S.No.	Name of Contracts with email , phone number	Period	Govt./Educational Institutes/Semi Govt./Private

11. Details of present contracts in hand:

S. No.	Name of Contracts with email , phone number	Period	Govt./Educational Institutes/Semi Govt./Private

12. Any other information

Certified that all the terms and conditions mentioned in the tender document are acceptable to me/us.

Signature of the Authorized Signatory  
with Seal of the Agency/ Firm

## NON-BLACK LISTING DECLARATION

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION

UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

**To, Registrar  
IITD Campus  
Okhla Phase-III,  
New Delhi-110020**

We hereby confirm and declare that we, M/s ----- , is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

Signature of Contractor

With stamp



**DECLARATION BY THE BIDDER**

- 1) We do not have any criminal proceedings against us.
- 2) We have not been blacklisted / terminated / debarred by any Central Government Ministry/ Department/ Organization.
- 3) If we are entrusted with the work, we assure you that we will undertake the required work properly for the full tenure of 12 months, failing which we will be liable for blacklisting and other punitive action by IITD. New Delhi.
- 4) We have read and understood the terms and conditions of the tender.
- 5) We hereby certify that the information furnished by us is true and correct to the best of our knowledge. We understand that in case if any of the information/details furnished by us is found to be false or incorrect at any stage or if our company indulges in malpractices of any kind, our company will be liable for being blacklisted for future transaction with the Department.

**BOO for Comprehensive Annual Maintenance contract (AMC) For Window/split/tower/packaged / ductable unit air conditioners and Storage type drinking water coolers installed at IIITD Campus, New Delhi**

S.NO	TYPE	MAKE	TON	QTY	RATE	AMOUNT
1.	DUCTABLE AC	HITACHI/VOLTAS	8.5 TR	3		
2.	DUCTABLE AC	VOLTAS	5.5 TR	1		
3.	DUCTABLE AC	VOLTAS	11 TR	2		
4.	PACKAGE AC-16.5TR WITH 3 NOS OUTDOOR UNIT	VOLTAS	16.5 TR	4		
5.	TOWER AC	VOLTAS/LLYOD	2.0 TR	2		
6.	TOWER AC	VOLTAS/PANASONIC	4.0 TR	10		
7.	SPLIT AC -ALL WEATHER	VOLTAS/LLYOD	1.5 TR	28		
8.	SPLIT AC -ALL WEATHER	VOLTAS/LLYOD	2 TR	7		
9.	SPLIT AC	VOLTAS/CARRIER/ BLUE STAR/INDCOOL	2.0 TR	24		
10.	SPLIT AC	VOLTAS	1.5 TR	2		
11.	WINDOW AC	VOLTAS	1.0 TR	2		
12.	SPLIT AC (RESIDENCE)	VOLTAS (4 NOS)/ BLUE STAR(1 NO) /DAIKIN (1 NO)	2.0 TR	6		
13.	WINDOW ALL WEATHER(RESIDENCE)	VOLTAS	1.5 TR	1		
14.	WATER COOLER	VOLTAS	150Ltr	80		
15.	WATER COOLER	VOLTAS	300 Ltr	2		
	<b>OPTIONAL ITEMS*</b>					
16.	SPLIT AC (RESIDENCE)	VOLTAS	2.0 TR	*24		
17.	SPLIT ALL WEATHER(RESIDENCE)	VOLTAS	1.5/2 TR	*5		
18.	WINDOW AC(RESIDENCE)	VOLTAS	1/1.5 TR	*3		
19.	WINDOW ALL WEATHER(RESIDENCE)	VOLTAS	1.5 TR	*1		
	<b>Total Amount of Annexure X</b>					

**\* Note: Please note that the AMC of the optional items may be withdrawn at any stage of the contract in case the same reach the end of life stage and have to be replaced by new ones . In such case no AMC payment of the units under there heads shall be applicable on the said items and the agency will not claim any charges or claims on account of the withdrawal of the same under any grounds whatsoever.**

**Payment will be made on monthly prorated basis till the period upto which the AMC services were called for and rendered by the contractor for such Optional Items.**

**Thus the Institute reserves the right to reduce or add number of air-conditioners other than the quantity mentioned in the tender that are to be maintained by the Contractor, the contractor shall agree and maintain the ACs till the expiry period of AMC as per the same terms and conditions of the Contract. Proportionate amount of AMC shall be paid/deducted by the Institute for the same.**

**Hence the contract amount during the period will vary accordingly.**

**Format of Financial**

**Bid for Comprehensive Annual Maintenance contract (AMC) For Window/split/tower/package / ductable unit air conditioners and Storage type drinking water coolers installed at IIITD Campus, New Delhi**

<b>Sl. No.</b>	<b>Description</b>	<b>Maintenance Cost Without GST</b>	<b>GST</b>	<b>Amount (All inclusive) In Rupees</b>
<b>A</b>	Comprehensive Annual Maintenance contract (AMC) For DX/ Window/split/tower/package / Ductable unit air cooled airconditioners and Storage type drinking water coolers installed as per the details provided in the tender document under “Scope of Work” (Total Amount of Annexure X above)			
<b>Total All inclusive (Rs. in figures).</b> Comprehensive Total (Rs. in words)				

We agree to carry out the Work at the rate quoted above for the duration of **one full year**. We understand that IIIT, Delhi is not bound to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason thereof.

**Please note:**

- i) Quantity of Items may increase / decrease as per the requirement of the Institute.
- ii) Institute at its sole discretion may award AMC period for one year / two years / three years.
- iii) Vendor shall have no right to claim any minimum/definite/guaranteed volume of business.
- iv) The award of work shall be based on the lowest bid of AMC cost.

(Name and Signature of Authorized Signatory with seal)

**(Signature of the bidder)**

Date: