

NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED

(Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Govt. of India)

B.T. Road, Bon-Hooghly, Kolkata-700090

Telephone: 033-25310279/0610, Fax No.03325318379, Website: www.niohkol.nic.in, Email: mail@nioh.in

N.I.T. No- AMC.SPLIT.AC/2350/CE/2016/NIOH/9454(7)

Date: 03.03.2016

TENDER DOCUMENTS

FOR

Annual Comprehensive Maintenance Service Contract for Split & Window Type Air Conditioners having Capacity of 1Ton/1.5Ton/2Ton at various types of Buildings of National Institute for the Orthopaedically Handicapped, B.T.Road, Bon-Hooghly, Kolkata 700090.

**CIVIL ENGINEERING DEPARTMENT
NIOH, KOLKATA**

PRICE: ₹ 500.00

Signature of the Tenderer with Seal

**I/C CIVIL ENGINEERING DEPARTMENT
NIOH, Kolkata**

NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED

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Telephone: 033-25310279/0610, Fax No.03325318379, Website: www.niohkol.nic.in, Email: mail@nioh.in

LIST OF TENDER DOCUMENTS

Name of Work: Annual Comprehensive Maintenance Service Contract for Split & Window Type Air Conditioners having Capacity of 1Ton/1.5Ton/2Ton at various types of Buildings of National Institute for the Orthopaedically Handicapped, B.T.Road, Bon-Hooghly, Kolkata 700090.

1. Particulars of Notice Inviting Tender.
2. Terms & Conditions.
3. Scope of Work.
4. Annexure 1: Location of the Split & Window Type Air-Conditioners.
5. Annexure 2: Price Schedule.
6. Annexure 3: Proforma for Authorization Certificate from the Manufacturer of Air-Conditioners.
7. Annexure 4: Undertakings Form of the Tenderer.
8. Annexure 5: Checklist of the Submitting Documents.
9. Annexure 6: Proforma of the Covering Letter for Submitting Tender Documents.

These Tender Documents issued to:

Mr./Mrs./M/s..... after receiving
₹ 500.00/- for the cost of Tender paper through the M.R. vide No:
on dated at.....am/pm.

Signature of the Issuing Authority

Received By:

**Name & Signature of the receiving person
with Company's Seal**

Signature of the Tenderer with Seal

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N.I.T. No- AMC.SPLIT.AC/2350/CE/2016/NIOH/9454(7)

Date: 03.03.2016

PARTICULARS OF NOTICE INVITING TENDER

Sealed tenders are invited from the reputed, bonafide and resourceful manufacturer of split & Window type air conditioner or their authorised dealers or their service providers, who are carrying out the similar type of works in PWD/CPWD or any other Government organization, to undertake the work **“Annual Comprehensive Maintenance Service Contract for Split & Window Type Air Conditioners having Capacity of 1Ton/1.5Ton/2Ton at various types of Buildings of National Institute for the Orthopaedically Handicapped, B.T.Road, Bon-Hooghly, Kolkata 700090.”**, as detailed below:

1	Name of work	Annual Comprehensive Maintenance Service Contract for Split & Window Type Air Conditioners having Capacity of 1Ton/1.5Ton/2Ton at various types of Buildings of National Institute for the Orthopaedically Handicapped, B.T.Road, Bon-Hooghly, Kolkata 700090.
2	Contract Period	1 year with effect from 01.06.2016 to 31.05.2017.
3	Earnest Money	₹ 6000.00/- only shall be in the form of Bank Draft/Pay order in favour of “NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED” , payable at Kolkata and is to be submitted along with the complete tender document in the envelop.
4	Cost of Tender Paper	₹ 500.00 payable in cash for each set of tender paper.
5	Last Date of issue of Tender Paper	15.04.2016 up to 1.00 PM
6	Last Date of Receiving filled in Tender Paper	18.04.2016 up to 1.00 PM
7	Date of opening of Tender	18.04.2016 up to 3.30 PM
8	Tender documents can also be downloaded from the web site (www.niohkol.nic.in). In that case the DD/Pay order of ₹ 500.00 in favour of “NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED” payable at Kolkata towards the cost of tender document is to be submitted along with complete tender document in the envelop.	

Signature of the Tenderer with Seal

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TERMS AND CONDITIONS:

1. Site location:

All the 113 nos. of Split A.C.s and 20 nos. Window A.C.s are installed in the various buildings of National institute for the Orthopaedically Handicapped, B.T.Road, Bon-Hooghly, Kolkata 700090. The exact location of the said machines are mentioned in the Annexure: 1.

The tenderer should in his own interest visit the site and familiarise himself with the site and the equipment condition.

2. Issuing of Tender Paper:

Tender paper will be issued from The Engineering Department up to 15.04.2016 till 01:00 p.m. on payment of ₹ 500.00/- only in cash to the cash counter of NIOH, Kolkata. Tender documents can also be downloaded from the web site (www.niohkol.nic.in). In that case the DD/Pay order of ₹ 500.00 in favour of “**NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED**” payable at Kolkata towards the cost of tender document is to be submitted along with complete tender document in the envelop.

3. Eligibility Criteria:

The tenderer should be a reputed, bonafide and resourceful manufacturer of split & window type air conditioner or their authorised dealers or their service providers for providing AMCs for air conditioners.

The authorization of the agencies/service providers should be valid on the last date of sale of tender paper. In case only the last date of sale of tender paper is extended, the authorization of service provider should be valid on the original date of sale of tender paper. In case both the last date of receipt of application and sale of tender paper are extended, the authorization of agency should be valid on either of the two dates i.e., original date of sale of tender paper or on the extended date of sale of tenders. The Authorization certificate from reputed air-conditioner manufacturer should be in the form of the proforma enclosed as Annexure 3.

The Firm/Company/enterprise intending to submit the tender should have well established servicing facility in Kolkata.

The Firm/Company/enterprise intending to submit the tender should have the experience of successfully carrying out the similar kind of Air Conditioning AMC work within the last three years ending February, 2016.

The Firm/Company/enterprise intending to submit the tender should have undertaken at least one similar work#, in the previous three years. The documentary proof (i.e., copy of work order along with the satisfactory servicing report from client) along with details of the clients/organizations served (with contact details), attested by an Govt. officer not below the rank of Executive Engineer of that particular client's organization should be enclosed with the tender.

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Similar type of work means the work of Operation & Maintenance/Maintenance/Non-Comprehensive AMC/Comprehensive AMC of Split or Window Type Air Conditioners having Capacity of 1Ton/1.5Ton/2Ton to any central/state Govt. offices/PSUs not less than 50 units in a year (for 12 months) under a single order /contract during last three years ending February' 2016.

The completion certificates must clearly indicate:

- i. The duration of the AMC.
- ii. Nature of work.
- iii. The satisfactory completion certificate.

4. Earnest Money Deposit:

The tenderer should have to submit ₹ 6000.00 in the form of Bank Draft/Pay order in favour of "NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED" payable at Kolkata. All Tenders must be accompanied with earnest money deposit as indicated above. Tenders without EMD will be summarily rejected. The EMD will be returned to all the unsuccessful tenderers within 15 days after the opening of tender. No interest will be paid for EMD.

5. Performance Guarantee:

The successful tenderer will be required to furnish performance guarantee of 10% (ten percent) of the tendered amount, within 7 days from the issue of work order. The EMD submitted by the successful tenderer will be adjusted with the Performance Guarantee. The rest of the amount of this guarantee shall be Demand Draft of any scheduled bank/Pay order of any scheduled bank in favour of "NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED" payable at Kolkata. The Performance Guarantee shall be released after satisfactory completion of AMC period & all the contractual obligations.

6. Submission of Tender Paper:

The tenderer shall have to clearly mention in bold letters the name of the work, NIT No, Date of NIT on the top of the sealed envelope containing tender documents as mentioned in Annexure:5 .

Telegraphic/cabled/faxed/e-mail or any type of exposed tenders will be summarily rejected.

Sealed envelope containing tender document including Price schedule with rate offered should be dropped in the specific Tender Box of the Engineering department of NIOH, Kolkata in the presence of the controlling officer.

Last date of submission sealed envelope containing tender document including Price schedule with rate offered is 18.04.2016 up to 1.00 PM.

7. Opening of Tender:

Sealed envelope containing tender document will be opened by the Tender Committee of NIOH, Kolkata in presence of tenderers / their authorised representative, if any, on 18.04.2015 at 3:30 p.m.

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8. Rejection of Tender:

If any document furnished during submission of the tender paper is found false, incorrect or misleading even after opening of tender, the tender may be declared cancelled.

The Calcutta High Court at Kolkata will only be the jurisdiction to deal with and decide on any dispute whatsoever arising out of this tender.

The Authority of this Institute reserves the rights to reject any of or all the tenders without assigning any reason thereof.

9. Taking over the air conditioners for the AMC:

The air-conditioners shall be taken over for AMC contract on “as and where installed” basis. The contractor shall ensure that all Air conditioners are in proper working conditions at the time of taking over.

After completion of the contract, contractor has to hand over the system in perfect running condition (complete in all respects as per inventory) to the department.

10. Renewal of the contract:

After expiry of the AMC of one year, the agency/contractor may be required to provide AMC services for subsequent year also which can be extended further on satisfactory performance of the previous year of the contract, 3 months before the completion of the running contract. However, NIOH, Kolkata reserves the right to enter into AMC for another year on the same terms and conditions provided the services rendered by the bidder are satisfactorily. If so, then the agency will have to furnish the performance guarantee of 10% (ten percent) of the offered amount. The renewal of the AMC is totally subjected to the approval of the competent authority of this Institute.

11. The rates of AMC shall be inclusive of all taxes, duties octroi, works contract tax, cartage loading, sales tax, turnover tax and any other statutory taxes and service tax complete in all respects, valid for a period of one year from the date of award of contract. The rate quoted by the tenderer should be valid 3 months from the date of submission of the tender.

12. The tenderer shall take into account basic price, cost of labour, T&P, taxes as applicable, conveyance / cartage etc. before quoting the rates. No extra claim what so ever in this regard shall be entertained.

13. The tenderer should quote the rates in the enclosed “PRICE SCHEDULE” in annexure: 2 only.

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14. PAYMENT TERMS AND CONDITIONS:

The payment to the agency will be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the agency and based on past performance. TDS, Service Tax, and any other tax as applicable as per prevailing rates will be deducted before making the payment. Quarter shall mean three months.

The maintenance charges quoted by the agency per item is on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground.

The AMC premium will be released quarterly at the end of each quarter on production of bill and certification of satisfactory services, by the Engineer-in-charge, NIOH, Kolkata.

SCOPE OF WORK

1. AMC of Split window type air conditioners shall include, supply of all material spares, replacement /repairs of compressor from OEM's, gas charging, air filter, electrical parts, servicing, overhauling, greasing, starting relay, overload protector, wiring repairs, motor rewinding with bush and shaft, tapes including handling charges, blower motor/outdoor fan motor, digital scanner, piping, insulation and spares of outdoor/indoor units replacement etc., complete in all respects, for ensuring the desired levels of cooling.
2. Replacement and renewing of damaged electronic remote control, Voltage Stabilizer, All plastic components, element, Front Grill, Bottom Tray, Cabinet cover, heat insulation of the cooling pipes and sheet metal parts.
3. AMC shall also include deployment of full time mechanic & assistant during non winter season (i.e. from 01.06.2016 to 31.10.2016 & from 01.03.2017 to 31.05.2017) working hours (from 9:00 am to 5:30 pm), five days a week (Monday to Friday), excluding Govt. holidays at no extra charges. They will report to the engineer-in-charge of works division for daily attendance and will take necessary instruction.
4. The air conditioners that are not serviceable by the agency / beyond economical repair due to obsolescence of technology or non availability of parts / components / assemblies will be withdrawn from the maintenance contract. The decision of engineer in charge regarding non-availability and obsolescence of technology will be final. Withdrawal of such air conditioners shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency. Preventive maintenance service would be carried out by the service provider regularly to keep the equipment running in a trouble free condition during the period of contract. **Wash the filter of all the ACs every month.**

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5. A record of preventive maintenance carried out would be maintained by the contractor and duly certified by the authorized officer. The contractor will maintain history sheet of equipments under maintenance contract with detailed specification.
6. All the faults will be attended at site. In case of a major fault, if the machine is required to be taken to the company workshop, the company shall provide a replacement unit till the time the AC sent for repairs is positioned back. No extra cost will be provided for these.
7. Details of all minor/major, routine/preventive repair/maintenance job undertaken shall be entered into the history sheet. Following work is included in the Annual Maintenance Contract of split type air-conditioners: Besides periodic servicing of the ACs, contract shall include attending the breakdown calls, providing and fixing of any components of the machine (free of cost) viz. starting capacitor, running capacitor, thermostat, over load relay, selector switch, indicator, nuts, bolts, screws, motor capacitor, rewinding/repair of motor, repair/replacement of blower motor, brazing of coils if leaking, part wiring or complete wiring of AC (internally), supplying and charging of refrigerant gas, providing and replacement of compressor with new one or manufacturer repaired compressor (no cut weld/locally repaired compressor will be accepted as replacement), repairing of the insulation/pipes of split ACs, etc. to ensure that ACs function in proper way.

Time schedule and periodicity of work

Work to be carried out monthly:

Cleaning of filters of all the air conditioners to conserve the energy and checking of current drawn by each AC to know the healthy condition of the ACs.

Note:- Repairing, etc. is to be done immediately if on inspection any defect is found.

Work to be carried out on quarter yearly:

Quarterly Preventive Maintenance shall include the following:

- i. Checking motor bushings
- ii. Ground connections
- iii. Checking connections at the main plug
- iv. Cleaning of blower and condenser fan
- v. Cleaning the evaporator and condenser coils
- vi. Cleaning the equipment
- vii. Checking and tightening of nuts & bolts
- viii. Oiling the motor
- ix. Checking cooling efficiency
- x. Overhauling of the A/c, with chemical washing process However, the air filter of the Air-Conditioning Units shall be cleaned every month of the quarter.

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Break-down service (BDS):

Breakdown calls shall be attended to immediately and a record of such service, duly acknowledged by the person in charge of the location of the air-conditioner, shall be maintained. Breakdown service will include replacement of genuine spares & Compressor and Gas filling at the cost of the service provider.

ANNUAL MAINTENANCE SERVICES (ONCE A YEAR)

The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition annual maintenance services shall also include:

- i. Cleaning the condenser and evaporator coils with suitable detergent / chemical solution and flushing with high-pressure jet of water.
- ii. Greasing of blower motors and all moving parts.
- iii. Prevention of rusting of units.
- iv. The ACs installed are of Hitachi, Voltas, LG, Godrej, Blue Star & other Brand. In off season there is during the lien period of winter the contractor shall attend all the Air conditioner units for major attentions and keep the equipment ready for use for the next summer.

The penalty amount per complaint will be as follow :

- i. Fault not rectified within 24 hour @ ₹ 100/- per day.
- ii. Major faults not rectified within 48 hours @ ₹ 250/- per day.
- iii. If OEM or above specification component is not used as maintenance spare, the cost of the equipment will be paid by the vendor if the equipment becomes unserviceable.
- iv. Any delay beyond 10 days in rectifying the major fault, the penalty will be enhanced to ₹ 500/- per day.
- v. Beyond 15 days if the equipment gets repaired in the open market, the actual cost of the same shall be recovered from the contractor. In extreme cases, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted at the discretion of the competent authority.
- vi. Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
- vii. In case any employee found absent from his duty following recovery shall be made from the contractor's bill:
 - a) Mechanic @ ₹ 300/- per day
 - b) Assistant /Helper @ ₹ 150/- per day

Mechanic should have his Mobile Phone at the time of Duty at NIOH, Kolkata.

- viii. Any damage resulting to the system on account of the negligence or mall- operation shall be made good by the contractor. Nothing extra will be paid for such work.
- ix. The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the service to the satisfaction of the Engineer-in-charge of the department and any expenditure incurred therein for alternative arrangements by the Engineer-in-charge shall be recovered from the contractor.

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The contractor or his representative should not remove, disturb, and dislocate the existing equipment and its parts from its positions until and unless it is authorized by the Engineer-in – Charge. The entire installation should be intact at any time of inspection as was handed over to him at the time of initial taking over of its maintenance and operation. Care shall also be taken not to damage installation by improper handling.

The material requires replacement shall be of same quality/manufacturer and specifications. The dismantled material shall be the property of contractor.

The replacement of compressors, which are under warranty/ guarantee will be replace by the AMC provider. NIOH, Kolkata will provide only bills and other expenses will be borne by the AMC provider.

All the technicians and helpers posted on duty shall sign the attendance prescribed for the purpose. Any absence/default in this regard would involve proportionate deduction of AMC charges payable to the service provider. Repeated absence/default in this regard shall lead to termination of contract.

All break-down calls shall be attended to immediately and on the same day. 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.

Transportation of Air-Conditioner Units from the office buildings to the service provider’s workshop, from one building to another and from the service provider’s workshop to the office buildings, will be at the cost of the service provider.

The Service Provider is responsible for the payment of Minimum Wages (under Central Act) to the personnel deployed by it. The Service Provider is also responsible for compliance of the provisions of all the statutes applicable in its case.

Cancellation of Contract:

In cases of poor workmanship and non-compliance of tender/agreement or services provided by the contractor are not found to be satisfactory, the contract shall be terminated by the department by giving 10 days notice even before the expiry of contract period and shall be forfeited the security deposit without assigning any reason what so ever.

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B.T. Road, Bon-Hooghly, Kolkata-700090Telephone: 033-25310279/0610, Fax No.03325318379, Website: www.niohkol.nic.in, Email: mail@nioh.in**ANNEXURE -1****LOCATION OF THE SPLIT TYPE AIR CONDITIONERS AT VARIOUS BUILDINGS OF NIOH, KOLKATA**

SL.NO:	NAME OF THE BUILDING	PLACE/ROOM NO	MAKE	QUANTITY(NOS)
1	2ND FLOOR MAIN INSTITUTE BUILDING	LIBRARY	VOLTAS	14
2		GUEST HOUSE NO:1	VOLTAS	1
			LG	1
3		GUEST HOUSE NO:2	LG	1
4		E LAB	VOLTAS	4
5		RW MALE WARD 1	VOLTAS	1
			HITACHI	1
6		CABIN NO 3	VOLTAS	1
7		CABIN NO 2	GODREJ	1
8		CABIN NO 1	GODREJ	1
9		RW MALE WARD 2	HITACHI	6
10		RW FEMALE WARD	HITACHI	6
11		I/C ACADEMIC OFFICE	HITACHI	1
12		ACADEMIC SECTION	HITACHI	1
13		CLASS ROOM NO:1	HITACHI	2
14		CLASS ROOM NO:2	HITACHI	1
15		CLASS ROOM NO:3	HITACHI	2
16		CLASS ROOM NO: 4	HITACHI	1
17		CLASS ROOM NO:5	HITACHI	1
18		CLASS ROOM NO: 6	HITACHI	3
19		CLASS ROOM NO:7	HITACHI	3
20		CLASS ROOM NO: 8	HITACHI	3
21		CLASS ROOM NO: 9	HITACHI	2
22		CLASS ROOM NO:10	HITACHI	2
23		CLASS ROOM NO:11	HITACHI	2
24		CLASS ROOM NO:12	HITACHI	2
25		REHAB NURSING ROOM	SAMSUNG	1
26		R&D LAB	LG	1
27		PHYSIOLOGY LAB	HITACHI	2
28	ANATOMY LAB	HITACHI	2	
29	PGDDRM DISCUSSION ROOM	SAMSUNG	1	

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SL.NO:	NAME OF THE BUILDING	PLACE/ROOM NO	MAKE	QUANTITY(NOS)
30	1ST FLOOR MAIN INSTITUTE BUILDING	DIRECTOR MEETING ROOM	SAMSUNG	3
31		OPERATION THEATRE	VOLTAS	4
32		URODYNAMIC LAB ROOM NO: 255	VOLTAS	1
33		DINING ROOM AT 1ST FLOOR	VOLTAS	2
34		SERVER ROOM	VOLTAS	1
			LG	1
35		CONFERENCE ROOM	VOLTAS	2
36		AUDITORIUM	VOLTAS	10
37		RSU MALE WARD	HITACHI	2
38		RSU FEMALE WARD	HITACHI	6
39		INDOOR PT/OT	HITACHI	4
40		PATHOLOGY/ROOM NO:234	LG	2
41		GROUND FLOOR MAIN INSTITUTE BUILDING	MPO WORK SHOP	LG
42	NIOH CAMPAS	GUEST HOUSE 3	VOLTAS	1
43		GUEST HOUSE 4	VOLTAS	1
44		DIRECTOR BUNGLOW	VOLTAS	1
TOTAL				113

LOCATION OF THE WINDOW TYPE AIR CONDITIONERS AT VARIOUS BUILDINGS OF NIOH, KOLKATA

SL.NO:	NAME OF THE BUILDING	PLACE/ROOM NO	MAKE	QUANTITY(NOS)
	GROUND FLOOR MAIN INSTITUTE BUILDING	PT DEPARTMENT, ROOM NO: 125	VOLTAS	1
			VOLTAS	1
		PT DEPARTMENT, ROOM NO: 120	BLUESTAR	1
	1ST FLOOR MAIN INSTITUTE BUILDING	ACCOUNTS OFFICE	BLUESTAR	1
			GODREJ	1
		DITRECTOR OFFICE	GODREJ	2
			VOLTAS	1
		DDA OFFICE	BLUE STAR	1
			VOLTAS	2
		O I/C OT OFFICE	VOLTAS	1
			BLUE STAR	2
	2ND FLOOR MAIN INSTITUTE BUILDING	LIBRARY	VOLTAS	1
		X RAY ROOM	VOLTAS	2
		GAIT LAB	VOLTAS	2
		EMG UNIT	VOLTAS	1
TOTAL				20

Signature of the Tenderer with Seal

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ANNEXURE -2

PRICE SCHEDULE

Name of Work: Annual Comprehensive Maintenance Service Contract for Split & Window Type Air Conditioners having Capacity of 1Ton/1.5Ton/2Ton at various types of Buildings of National Institute for the Orthopaedically Handicapped, B.T.Road, Bon-Hooghly, Kolkata 700090.

1. Name of the bidder:
2. Address of the bidder:
3. Contact person:
4. Telephone /Mobile Numbers:
5. Fax No.:
6. E-mail address:

Sl. No:	Details of A.C unit	Make	Quantity	Unit	Annual Rate [₹]inclusive of all taxes.	Amount [₹]
1.	Split Type Air Conditioners having Capacity of 1Ton/1.5Ton/2Ton	HITACHI/ VOLTAS/ LG/GODREJ	113	NOS		
2.	Window Type Air Conditioners having Capacity of 1Ton/1.5Ton	BLUESTAR/ VOLTAS/ GODREJ	20	NOS		
TOTAL						

In words:

Rupees.....
..... only/-

**Signature of Bidder
with name and office seal**

Signature of the Tenderer with Seal

**I/C CIVIL ENGINEERING DEPARTMENT
NIOH, Kolkata**

NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED

(Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Govt. of India)

B.T. Road, Bon-Hooghly, Kolkata-700090

Telephone: 033-25310279/0610, Fax No.03325318379, Website: www.niohkol.nic.in, Email: mail@nioh.in

ANNEXURE-3

Proforma for Authorization certificate from the manufacturer of Air-Conditioners(should be in the letterhead of the manufacturer)

To
The Director,
National Institute for the Orthopaedically Handicapped
B.T.Road, Bon-Hooghly, Kolkata 700090.

Dear Sir,

We _____ who are established and reputable manufacturers of _____ having factories at _____ (*address of factory*) do hereby authorize M/s _____ (*Name and address of service Agent/dealer*) to submit a bid, negotiate and receive the order from you against your tender enquiry no. **AMC.SPLIT.AC/2350/CE/2016/NIOH/9454(7)**, dated 03.03.2016, works for the Annual Maintenance Service Contract for Split & Window Type Air Conditioners having Capacity of 1Ton/1.5Ton/2Ton at Various types of Buildings of National Institute for the Orthopaedically Handicapped, B.T.Road, Bon-Hooghly, Kolkata 700090.

We hereby extend our full guarantee for the services offered by the above firm.

Yours faithfully,

(Name of
authorised signatory)

(Name of manufacturers)

Note: This letter of authority should be on the **letterhead of the manufacturer** and should be signed by a authorised person. It should be enclosed by the Bidder with the tender documents.

Signature of the Tenderer with Seal

**I/C CIVIL ENGINEERING DEPARTMENT
NIOH, Kolkata**

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ANNEXURE-4

(Undertaking Form of the Tenderer)

To,
The Director
National Institute for the Orthopaedically Handicapped
B.T.Road, Bon-Hooghly,
Kolkata 700090

Sub: Annual Comprehensive Maintenance Service Contract for Split & Window Type Air Conditioners having Capacity of 1Ton/1.5Ton/2Ton at various types of Buildings of National Institute for the Orthopaedically Handicapped, B.T.Road, Bon-Hooghly, Kolkata 700090.

Sir,

I/Wedo hereby submit tender for “Annual Comprehensive Maintenance Service Contract for Split & Window Type Air Conditioners having Capacity of 1Ton/1.5Ton/2Ton at various types of Buildings of National Institute for the Orthopaedically Handicapped, B.T.Road, Bon-Hooghly, Kolkata 700090”, as per the quoted rate and in all respects in accordance with the conditions applicable.

I/We enclose herewith a Bank Draft /Pay Order for ₹ 6, 000/- as Earnest money. I am aware that the Earnest Money will not bear any interest.

If this tender is accepted, I/We agree to abide by and fulfill all the terms and provisions in the tender documents and agree to enter into an agreement with all the conditions that may be stipulated by the NIOH, Kolkata or in default there of pay to the NIOH, Kolkata the sum of money mentioned in the said condition without prejudice to any other right of the NIOH, Kolkata.

I/We hereby distinctly and expressly declare and acknowledge that before the submission of this tender, I/We have carefully followed the instructions and I/We have understood the existing system of supply in the NIOH, Kolkata, including the scope and nature of duties expected from the Tenderer.

I/We distinctly agree that I/We would hereafter make no claim or demand upon the NIOH, Kolkata based upon or arising out of any alleged misunderstanding or misconceptions or mistake on my/our part of the said contract, agreements, stipulations, restrictions and conditions.

Any notice required to be served on me/us shall be sufficiently served on me/us by post (registered or ordinary) or courier or left at my/our address furnished herein.

I/We fully understand the terms and condition of the contract to be entered into between me/us and the NIOH, Kolkata and the written agreement shall be foundation of the rights of both the parties and the contract shall not be deemed to be completed until an agreement has been signed by me/us and the NIOH, Kolkata.

Date:
Place:

Yours faithfully

**Signature of Bidder
with name & office seal**

Signature of the Tenderer with Seal

**I/C CIVIL ENGINEERING DEPARTMENT
NIOH, Kolkata**

NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED

(Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Govt. of India)

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Telephone: 033-25310279/0610, Fax No.03325318379, Website: www.niohkol.nic.in, Email: mail@nioh.in

ANNEXURE-5**CHECKLIST OF SUBMITTING DOCUMENTS (TO BE FILLED BY THE TENDERER)**

SL.NO:	DOCUMENTS SUBMITTED IN SEALED ENVELOP	MARK, 'YES', 'NO' or 'NA', Where applicable
1	Complete filled tender document, issued from the Civil Engineering Department, NIOH, Kolkata.	
2	Complete filled tender document, downloaded from the web site (www.niohkol.nic.in).	
3	DD/Pay order of ₹ 500.00 in favour of "NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED" payable at Kolkata towards the cost of tender document if the tender document, downloaded from the web site (www.niohkol.nic.in).	
4	Earnest Money Deposit amounting to ₹ 6000.00/- only in the form of Bank Draft/Pay order in favour of "NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED" payable at Kolkata	
5	The documentary proof of at least one similar work, undertaken in any of the previous three years (i.e., copy of work order along with the recent servicing report/satisfactory report from client) along with details of the clients/organizations served (with contact details), attested by an Govt. officer not below the rank of Executive Engineer as per clause 3 of Terms & Conditions.	
6	Photocopy of Registration Certificate of VAT	
7	Photocopy of PAN Card	
8	Photocopy of Partnership Deed (in case of Partnership firm must be submitted)	
9	Filled PRICE SCHEDULE as per annexure 2	
10	Authorization certificate of the manufacturer as per annexure 3	
11	Duly filled up & signed undertaking form as per annexure 4	
12	Cover Letter as per annexure 6	
13	Any other document submitting by the tenderer, to be mentioned here.	

Signature of the Tenderer with Seal

I/C CIVIL ENGINEERING DEPARTMENT
NIOH, Kolkata

NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED

(Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Govt. of India)

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ANNEXURE-6

Proforma of the Covering Letter

(To be given by Tenderer at the time of submission of complete tender)

To,
The Director
National Institute for the Orthopaedically Handicapped
B.T.Road, Bon-Hooghly,
Kolkata 700090

Sub: Name of work : Annual Comprehensive Maintenance Service Contract for Split Type Air Conditioners having Capacity of 1Ton/1.5Ton/2Ton at various types of Buildings of National Institute for the Orthopaedically Handicapped, B.T.Road, Bon-Hooghly, Kolkata 700090.

Ref: **N.I.T. No- AMC.SPLIT.AC/2350/CE/2016/NIOH/9454(7)**

Date: 03.03.2016

Sir,

I/We have read the Tender documents and related matters carefully and diligently and that I/We have submitted the tender after having studied, understood and accepted the full implications of the agreement.

I/We have also furnished all the relevant documents as mentioned in Annexure 5, duly signed by me/us, with the best of my/our knowledge.

The requirements of the tender agreement as stated above will be fulfilled by me/us to the satisfaction of the NIOH, Kolkata.

Tenderer:

Seal:

(To be submitted along with the tender document)

Enclosures: as furnished in annexure: 5

Note: This letter should be on the **letterhead of the tenderer** and should be enclosed by the Bidder with the tender documents.

Signature of the Tenderer with Seal

**I/C CIVIL ENGINEERING DEPARTMENT
NIOH, Kolkata**