

**SCOPE & TERMS AND CONDITIONS OF COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT SERVICES (AMC SERVICES)**

SCOPE:

Scope of all inclusive annual maintenance services (AMC services) shall include providing routine maintenance services, pertaining to complaints as and when they occur in Split Air conditioners and central Air conditioners and annual maintenance services. AMC services shall include providing all man power, labour, tools and tackles and replacement of defective spare parts, replacing chilling pipe, out let pipe etc including consumables. The rates quoted for the AMC services shall also include all taxes and duties as applicable and cost of transportation of freight, insurances etc also.

ROUTINE AMC SERVICES (ONCE IN 3 MONTHS)

Routine maintenance services shall include at least the following services:

- a) Cleaning / Replacement of filter.
- b) Checking operation of the controls of the air conditioners such as selector switch, thermostat, relays, remote control etc.
- c) Checking air flow through the supply air grill, return air grill, condenser.
- d) Checking operation of the voltage stabilizer and back up electrical power outlet/ MCB.
- e) Checking operation of the drive motors and fans.
- f) Checking air temperature at the following location :-
 - I. Supply air grill
 - II. Return air grill
 - III. Inlet air condenser
 - IV. Outlet air from the condenser
- g) Checking Firmness of the Supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.
- h) Replacement of any component of air conditioners (outdoor and indoor units, inlet and outlet Pipelines, electrical connections etc. found defective after the above checks and tests.
- i) Charging of Refrigerant Gas during the period of Contract if need arises.
- j) The comprehensive maintenance service shall include repair and replacement of compressor, air filter and any other parts found defective in the contract period.
- k) Checking and rectifying minor electrical problems associated with power supply for air conditioner units, checking earthing connection for the units.

ANNUAL MAINTENANCE SERVICES (ONCE IN 6 MONTHS)

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

- a) Cleaning the condenser and evaporator coils with suitable detergent / chemical solution and flushing with high-pressure jet of water.
- b) Greasing of blower motors and all moving parts.
- c) Prevention of rusting of units.

The above activities must be carried out within 15(fifteen) days from the date of award of the contract.

Annexure-I

TERMS & CONDITIONS:

1. AMC will be for a period of twelve month commencing from the date of the Agreement comes into force and the successful bidder will be bound to provide service at agreed rates and terms during this period. However, the contract may be extended subsequently, on mutual consent, and on same terms and conditions for a period of not more than 1 (one) year. This can be cancelled unilaterally by the Competent Authority of AAAS, whenever the service is not found to be satisfactory or up to the mark. AAAS also reserve the right to shift and reinstall any of the machines to any room and it will continue to be covered under AMC by the AMC provider. The contract may be renewed for further one year /less at a time at the discretion of the AAAS authority based on satisfactory service provided by the agency.

2. An amount of Rs. 10,000 (Rupees Ten Thousand Only) will have to be deposited in the form of Demand Draft drawn on any Nationalised/Scheduled bank on India in favour of "Atal Amrit Abhiyan Society, Assam" payable at Guwahati as EMD with the Technical bid.

3. The successful bidder, within 10 days of signing of the agreement, shall be required to submit Security Deposit i.e 10 % of the work value in the form of bank guarantee from any Indian scheduled bank in favour of the Bid Inviting Authority valid for a period of 1 year. However, if the agency fails to execute the order or fails to perform the services as per agreement, in addition to other penal actions, the bank guarantee shall be encashed and the amount will be forfeited.

4. The bidders may visit all the AC units detailed at **Annexure-II** on the specified dates and verify the units condition before quoting the rates for Comprehensive AMC services. They should submit a survey report as per format enclosed along with their bids. The quoted price should incorporate all required hardware and repairing cost for the proper functioning of the units considered under the contract only on the prescribed format.

AAAS shall not entertain any excuse for the non performance of the units considered under the contract, failing which the penalty clause shall be applicable. The decision of the competent authority shall be final in this case.

5. At present 9 nos. of AC units of different reputed brands are considered details of which are placed at Annexure-II. The actual number of AC units under AMC services may either increase or decrease at the discretion of the authority.

The successful bidder shall be required to take additional units under the AMC contract as directed by the department and quoted rates of the successful bidders shall be applicable for all necessary repairing works and AMC services for the additional units considered under the AMC services.

6. The firms must have a similar experience of successfully undertaking the AMC of Air Conditioners or experienced in Supply, Installation & Commissioning of Air Conditioners in Government Organization/ Semi- Government Organization/ PSUs. List of such Clients and Quantum of AMC handled must invariably be enclosed with the technical bid.

7. The firms are required to forward the following details with the quotation:

- a. List of Engineer/Electrician with valid electrical license /technical staff with requisite experience
- b. List of Government Organizations to whom maintenance/installation works & services for ACs were provided during the last seven years with copies of orders & satisfactory completion certificate.

8. The rates accepted will remain firm and fixed during the period of the contract and AAAS will not entertain any claim for the upward revision/increase of these rates or for payment of any additional charges on any ground whatsoever.

9. Payments towards the service provided will be made strictly as per rules of the Tender Inviting Authority.

INSTALLMENT	PAYMENT SCHEDULE	% AMOUNT OF TOTAL FEE (N)
1	Within 21 days of signing of Agreement with the firm	20%
2	Within 15 days of expiry of 3 months of the agreement	15%
3	Within 15 days of expiry of 6 months of the agreement	20%
4	Within 15 days of expiry of 9 months of the agreement	15%
5	Within 15 days of expiry of the agreement	30%

10. The units will be kept in working condition at all times during the period of the contract. The successful bidder is required to maintain records of preventive and corrective maintenance works and provide the same to the Administrative/ Accounts section on monthly basis.

11. In the case of repair/replacement of parts in the ACs, only genuine spare parts, conforming to the relevant Indian Standards (ISI marked) or as approved by the department, will be used. In the case of replacement of compressors, the warranty card, indicating Compressor No., make date of purchase, etc. will be deposited with AAAS (Admin Officer/ Accounts section). If this condition is not followed the AMC provider shall be liable for penalty double the cost of the item.

12. The firm will keep sufficient stock of essential spare parts at site for replacement of defective/worn out parts expeditiously.

13. If any AC is required to be taken away for repair etc. at the workshop for more than three days, a stand-by AC will be installed in lieu thereof.

14. The firm will be make arrangements for covering the empty spaces to avoid dust etc. when the AC units are removed for repair/servicing, etc.

15. Only experience engineers/technicians/mechanics helpers, whose character and antecedents have already been verified, will be deputed to attend the work.

16. The firm shall be solely responsible for any negligent acts of their personnel and shall indemnify AAAS against any loss or damage to its property or injury to its employees due to such acts.

17. AAAS shall not be a party to any dispute between the firm and the personnel deployed by them.

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

- | | |
|-------------------------------------|-------------------------------------|
| (a) Delay of upto 24 hours | - Rs.100 per unit/day |
| (b) Delay in excess of 24 hours and | - Rs.150 per unit/day upto 72 hours |
| (c) Delay in excess of 72 hours | - Rs. 200 per unit/day |

The period will be reckoned from the time of lodging the complaint by telephone/email/letter/whatsapp, etc.

19. The firm will be required to undertake preventive maintenance by checking all the Air Conditioners as per scope of works and confirm that the systems are in the best of the working conditions.

20. This constitutes a comprehensive maintenance contract and includes all parts of the machines including compressor, gas, mechanical parts etc. and also the AC power stabilizers connected to the Air Conditioners.

21. All service request/calls for repair work must be attended within 24 hours of the complaint being lodged with the AMC Provider. There should be adequate number of Telephone lines for lodging of service requests. If the AMC Provider firm failed to attend the calls within 24 hours, AAAS reserves the right to get the work done by other firms and deduct such expenses from the AMC charges. In the Case of exceptional and repeated delays, poor services, fault, break down, etc, this office reserves the right to deduct such costs as deemed to be necessary by way of damages and may also cancel the AMC unilaterally.

22. Details of Air Conditioners to be covered under AMC along with the location of installation are given in Annexure-II.

23. Merely submission of Quotation does not entitle the firm to forward its claim for awarding the AMC even if it has quoted the lowest rates. The AMC will be awarded to the eligible firm only after all the formalities as per the terms and conditions are complied with and valid documents are produced to the satisfaction of this office.

24. All quotations in the prescribed format should be submitted before the time and date fixed for the receipt of quotations. Quotations received after the stipulated time and date are liable to be rejected.

25. The bidder must ensure that the conditions laid down for submission of offers detailed below are correctly and completely fulfilled. The quotations found to be deficient in any respect shall be summarily rejected. Similarly, conditional offer and offers with terms and conditions inconsistent with those contained in this document shall be rejected.

26. It shall be the responsibility of the contracting firm to handover the machines in good working condition at the end of the contract period to the AAAS, failing which the firm shall be liable to pay liquidated damage to the AAAS as deemed fit by the competent authority.

27. The firm is required to depute technically and professionally competent personnel to provide the requisite performance service as and when required.

28. The AMC service provider is required to maintaining the servicing cards for each air conditioner units on which full signature of the person operating the machine shall be taken after each servicing.

29. Any failure on the part of the AMC service provider to maintain the machine satisfactorily and delay on the part of the firm to repair the defects / replace defective parts for any reason including non availability of the genuine spares / parts shall be deemed as a breach of terms and condition of this AMC and shall entail deduction of such amount of penalty as maintenance charge as may be decided by the competent authority.

30. Any of the above air conditioners may be withdrawn at any time during the period of contract; any Maintenance charges for such equipment will be payable at pro-rata basis. Similarly air conditioners can be added during the period of comprehensive AMC and maintenance charges will be paid pro-rata basis.

31. Agency is required to provide all defective / damage components to the Administrative/ Finance department after the replacement. The new parts / components / sub-assemblies used for repair / replacement by the contractor should be same and original make / equivalent or higher make & version and functional capability as originally available in the systems.

32. 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 Engineering section 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.

33. The contractor is also obliged to provide land line / mobile phones number to book the fault to call the Engineers.

34. The contractor should indemnify the department , consequent on this works contract. The successful tenderer shall be liable, in accordance with the Indian Law and Regulation for any accident occurring due to any cause and the contractor shall be responsible for any accident or damage incurred or claim arising there from on the department during the period of execution of the works and also due to ancillary equipments under the supervision of the successful tenderer in so far as the later is responsible.

35. NO AC units or parts thereof shall be taken out by the mechanic to the workshops .All works are to be carried out within the premises of the AAAS. However, the works which cannot be done within the premises would be allowed to be done outside with written permission of the Administrative/ accounts section and no extra charges shall be paid for this work.

36. The bidders should have local office and servicing facilities.

37. Any item executed for repairing works beyond the items in the spare item list shall be paid on the basis of valid price list bill etc as decided by the deptt.

38. Instruction for Price/Financial Bids:

I. Part A: The bidder is required to quote rates for Comprehensive Annual Maintenance of the AC units listed in **Annexure-II**.

II. Part B: The bidder is required to quote rates for supply & installation of spare parts complete, which shall be utilized for repairing of AC units installed in AAAS, excluding the units considered for Comprehensive Annual Maintenance of the AC units listed in **Annexure-II**.

III. The actual number of AC units/Spares parts considered may either increase or decrease at the discretion of AAAS authority.

IV. The quoted rates shall be inclusive of GST and all statutory taxes and duties.

ANNEXURE-II

Air Conditioner Units Considered Under Comprehensive AMC Service

SL no	Installed At	Central AC	Split AC	
		11 ton	2 ton	1.5 ton
1	CEO Chamber		1	
2	Dy CEO Chamber		1	
3	PA to CEO			1
4	CEO Lobby		1	
5	Sr FA		1	
6	Finance Room 1		1	
7	Finance Room 2		1	
8	Pantry	2		
9	Conference Hall			
10	Reception			
11	Staff Hall			

Annexure-III

Scope of Works under Annual Maintenance of Air Conditioners

SI No	Item description	Service schedule
A	Wet Service of Air Conditioner Units	once in 6 months
B	Scheduled Preventive maintenance (PM)	once in 6 months
C	Cleaning of the Air Conditioners & all peripherals	once in 3 months
D	Cleaning of all the electrical contacts (associated with Air Conditioners)	once in 3 months
E	Oiling & greasing of mechanical parts .	once in 6 months
F	Gas charging with fresh F-22 refrigerent	as and when required
G	Carrying out pressure leak testing	once in 6 months
H	Overhauling of the Air Conditioner	once in 6 months
J	Minor repairing of electrical fitting associated with power supply of AC units	once in 6 months
1	Rewinding of burnt motors of Air Conditioners	as and when required
2	Fan blade	as and when required
3	Fan blower	as and when required
4	Air Filter	as and when required
5	Compressor (Rotary/Hermatic)	as and when required
6	Thermostate	as and when required
7	Sensor	as and when required
8	Power circuit plate (PCB)	as and when required
9	Relay	as and when required
10	Condenser	as and when required
11	Selector Switch with Knob	as and when required
12	Ventuary for Condenser side	as and when required
13	Medicated Filter	as and when required
14	Blower motor	as and when required
15	Starting Relay	as and when required
16	Thermal sensor	as and when required
17	Display	as and when required
18	Remote	as and when required
19	Swing motor	as and when required
20	Sensor for Split AC	as and when required
21	Copper Filter (Stainer)	as and when required
22	Fan capacitor	as and when required
23	Mounting bush for body blower motor	as and when required
24	Mounting bush for Compressor	as and when required
25	Starting Relay	as and when required