



कलाक्षेत्र प्रतिष्ठान

KALAKSHETRA FOUNDATION

THIRUVANMIYUR, CHENNAI- 600 041 PH- 044- 24524057 / 0836

NOTICE INVITING TENDER

ENQ.NO-01/2017-2018/EM Dt-17.04.2017

**TENDER DOCUMENT FOR
AMC FOR AIR CONDITIONERS
TO
KALAKSHETRA FOUNDATION
THIRUVANMIYUR
CHENNAI – 600041**

PH- 044 – 24524057 / 0836

E-Mail: tender@kalakshetra.in

Website: www.kalakshetra.in



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Kalakshetra Foundation, an Autonomous Body under the Ministry of Culture, Govt. of India, invites sealed quotations, in the enclosed format (Annexure -I) from the experienced and reputed firms/agencies for "AMC for air conditioners" at Kalakshetra Foundation, Thiruvanmiyur, Chennai- 41.

The sealed quotations alongwith proof of experience certificate, VAT/CST NO, PAN NO, SERVICE TAX NO/ REGN.NO) should reach the Director, Kalakshetra Foundation, Thiruvanmiyur, Chennai- 41, on or before **08/05/2017** up to 1.00 p.m. by post or by hand delivery and same will be opened on the same day **at 3.00 pm** itself in the presence of the tenderer or his/ her representatives if they chose to attend. Late/delayed tenders received, due to any reason whatsoever will not be accepted under any circumstances.

In case bidders need any clarification/assistance may contact Estate Manager on any working day during the office hours and can be contacted at 044- 24524057/ 0836.

1.	Name of the work	Annual Maintenance Contract of Air Conditioners of various types and Tonnage existing in Kalakshetra Foundation on comprehensive Basis.
2.	Issue of tender documents	From 17.04.2017 10.00AM to 05.05.2017 up to 03.00 PM The tender documents can be downloaded from www.Kalakshetra.in website also.
3.	Last date and time for receipt of completed Tenders	08.05.2017 up to 01.00PM
4.	Date and Time of Opening	08.05.2017 at 03.00PM

The Kalakshetra reserves the right to accept or reject, wholly or partly, any or all the applications without assigning any reason whatsoever. Kalakshetra decision in this regard will be final and binding on all applicants.

This issues with the approval of the competent authority

For KALAKSHETRA FOUNDATION



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The bidders should fulfill all the following conditions to be eligible for participation in the tender :-

1. Sealed quotations are invited from the experienced and reputed firms/ agencies for “2017-2018 AMC – (repair and maintenance) annual maintenance contract for air conditioners” (multi brand) at Kalakshetra Foundation, Thiruvanmiyur, Chennai- 41.
2. The tenderer should be an Authorized service provider for at least one of the reputed Brands of air conditioners namely Carrier, Voltas, Blue Star, L.G, Hitachi, Samsung, Daikin or other reputed brand A/c. 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.
3. The tenderer should have successfully completed AMC –annual maintenance of air conditioners (Window, Split & Cassette) in PSUs/Banks/Railways/Govt. Depts./Govt. Institutions during last 2 years. (Proof to be submitted – Work orders)
4. The tenderer should have satisfactorily completed at least one AMC of similar type for total air condition tonnage of not less than 30 tons during the last 3 years as on 31st of March, 2017. ('Similar AMC work' shall mean Annual Maintenance Contract of one year for Air conditioners consisting replacement of spares, periodical servicing, break down servicing etc. Completion Certificate issued by the authorized officer of the client will have to be furnished along with the tender document. The Completion Certificate along with the copy of the client's work order must clearly indicate:- Date of commencement of AMC, Date of completion of AMC, Nature of AMC, Whether the AMC has been completed satisfactorily or not, Value of Air conditioner Tonnage involved in AMC.
5. The tenderer must have its office /branch in Chennai. Address Proof for the office / branch is to be submitted i.e. telephone bill, electric bill or VAT reg.no in the name of agency pertaining to the address is to be submitted.
6. The tenderer should have been engaged in providing Annual Maintenance Contracts for air conditioners for a minimum period of 3 years as on 31th of March, 2017.
7. The tenderer shall have a valid PAN number, VAT, Service Tax. Proof to be enclosed. In case the firm is not covered under service tax, an undertaking must be provided stating the clause under which service tax is not applicable to them.
8. All the forms provided in the tender documents must be completed in full and all pages of tender documents must be signed and sealed before their submission.



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GENERAL TERMS & CONDITIONS:-

1. The sealed envelope must be superscribed "2017-2018 AMC – Annual maintenance contract for air conditioners" with tender inquiry number and its due date.
2. The Kalakshetra Foundation 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 Price Bids in case such additions/deletions/ modifications/amendments are material in nature.
3. Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is, the unit price shall prevail and the total price shall be corrected by the Kalakshetra. If there is a discrepancy between words and figures, the lesser amount shall be considered as valid. If the tender does not accept the correction of the errors, his bid shall be rejected.
4. The prices/rates quoted should be indicated in words as well as in figures. The tender document may be filled in English and all entries should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting
5. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on agency's/firm's letter head.
6. Rates should be quoted item wise as shown in format schedule and all applicable taxes and duties levied by government should be clearly mentioned by tenderer separately.
7. KF Authority reserves the right not to accept the lowest tender, the right to reject any or all tenders or portion of the tender and award the remaining work to any other contractor without assigning any reason. Conditional tender in any form whatsoever shall be liable to outright rejection. Unsealed tenders shall be summarily rejected.
8. Quotations qualified by such vague and indefinite expressions such as "subject to prior confirmation", "subject to immediate acceptance" etc. will be treated as vague offers and rejected accordingly.
9. All the documents in support of the eligible for participation in the tender are mentioned in the tender document. The documents have to be self-attested by the authorized signatory with official seal.
10. No part of the contract will be sub-let by the successful tenderer without proper written permission of the KF Authority.
11. Successful bidder is responsible for observing all the relevant labour laws in force during the execution of the contract. The Successful contractor shall be responsible and liable during the execution of the work for the safety of men and material brought to the site. In the event of any accident during the execution of work, any loss shall be borne by the contractor. He/she shall not be entitled to any



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compensation or claim from the KF for any loss to his articles, dead stock, furniture, fixtures, etc. Contractor shall be solely responsible for payment of wages/ salaries and allowances to his personnel that might become applicable under any new act or order of Government of India. KF shall have no liability whatsoever in this regard.

12. The personnel engaged by contractor shall be subject to security check by KF Security staff while entering / leaving the premises.

13. Canvassing in any form is strictly prohibited and the bidders who are found canvassing are liable to have their tenders rejected out rightly.

14. The bidders will not be entitled to any claim of compensation, financial or otherwise, for difficulties, if any, faced or losses incurred by them on account of submission of the application or on successful shortlisting/final selection.

15. The prices quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account.

16. Tendering firms are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the Schedule. The name and address of the representative a tendering firm should be indicated in the authorized to attend the opening of the tender on behalf of tender. The representative so deputed should also bring with him a letter of authority from the firm for having been authorized to be present at the time of opening of tender. Only one representative per firm shall be permitted to attend the opening of the tender. The name and address of permanent representative of the firm, if any, should also be indicated in the tender. Representatives of firms who have not submitted the tender or representatives not possessing authority letter from the bidders or outsiders shall not be allowed to attend the tender opening process.

17. The evaluation and comparison of responsive bids shall be done on the price offered inclusive of Levies & Taxes i.e., Service Tax, VAT, etc. as indicated in the Annexure of the tender Document.



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Terms and conditions on the Annual Maintenance Contract:-

1. The Annual Maintenance Contract will be of comprehensive in nature, for a period of one year. Kalakshetra Foundation, at its discretion may extend the term further for a period of one year on same terms and conditions based on the contractor satisfactory performance during AMC period.
2. At present there are 35 Nos. (Thirty five) air conditioners covered under this contract located in various offices in campus. The details of Air Conditioner Brands, Type, Capacity and numbers covered under the AMC are provided in schedule.
3. New air-conditioners installed and which are under warranty period presently will not come under this Contract immediately. 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.
4. This comprehensive Contract includes periodical service, 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, Remote Control units, etc at Contractor's cost including Gas charging, removing and fixing of AC units, loading, unloading, transportation, labour and attending all complaints and breakdowns of all types of air-conditioners. The complete list of materials to be replaced covered under this AMC is provided in Tender document.
5. Only original spare parts/quality approved by the Kalakshetra will be permitted to be used for the maintenance during the AMC Period.
6. Any parts which are not covered in the Tender Schedule of this Contract gets damaged and requires replacement during the Tenure of this Contract, then, Kalakshetra will purchase (either directly from contractor or outside vendor) and supply the parts to the Contractor. It is the responsibility of the Contractor to accurately specify the damaged spare parts for the procurement by the Kalakshetra and to rectify the fault in A.C under maintenance.
7. Periodical preventive servicing has to be carried out once in a month for all the Air conditioners covered under AMC. During the monthly 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
8. 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.
9. 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,



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the Contractor has to produce original invoice and Warranty Card of the new Compressor/ condenser at the discretion of the Kalakshetra. The compressor/ condenser being replaced should match with the original star rating of the air conditioner.

10. 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.

11. Maintenance of complaint Register - All complaints received with respect to air conditioners under AMC are to be recorded with time and date of receipt, as and when complaints are received from user departments.

12. Spares, Tool Register - All the spares and tools are to be recorded in the register. Spares taken outside the campus also to be recorded with serial number of spare and in and out date and time. The contractor shall use his labour and tools and plants required for the execution of work.

13. LIST OF PARTS COVERED UNDER THIS CONTRACT - Compressors, Starting Capacitors, Running Capacitors, Relays, Thermostats, Fan Capacitors, 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, Batteries in the remote control, Cabling from indoor to outdoor, Existing copper piping from indoor to outdoor.

14. Bidders are advised to visit the place of work for assuring the nature and volume of work realistically before quoting the rates.

15. The volume and number of works may vary either way at the discretion of the KF authority. If considered necessary, any item could be dropped completely. The contractor will be given one month notice of such variation. The final payment to the contractor shall be regulated on the basis of actual work executed and on the rate (s) approved.

16. Payment terms and conditions:-

16.1 No advance payments shall be released. Payment to the successful bidder will be paid at the end of every quarter (i.e. @ 25% of total AMC amount) on submission of the bills of ACs for the services rendered in the particular quarter. Payments will be made either by cheque or RTGS/NEFT within 10 (Ten) working days only after the satisfactory completion of work.

16.2 Kindly note that Income Tax, Vat & Service tax whichever is applicable at the prevailing rate as applicable from time to time shall be deducted as per the government of India rules. Quoted rates shall be inclusive of this. Failing which it shall be presumed that the prices include all such charges and no claim for the same will be entertained.

16.3 Revision of AMC rates will not be permitted during period of contract for any reason including during the extended period.



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16.4 Deposition of Security Money: - Successful tenderer shall immediately pay security deposit of Rs.15000/-(Rupees fifteen thousand only) with in ten working day of intimation of acceptance of tender. Failure to do so, KF Authority has right to revoke the acceptance of the tender without further notice to the tenderer and award the work to any other contractor. Security deposit will be refunded /settled with bills only after contract is over without any interest. Security deposit in the form of Demand Draft payable in favour of "Kalakshetra Foundation, Chennai"

16.5 Penalty will be recovered in bills of AMC as per following in case of non-Satisfactory services provided under AMC:-

A) Rs.100/- (one hundred only) per air conditioner per day for all the AC units that are not rectified within 72 hours (3days) from the time of reporting complaint.

B) Rs.500/- (Rupees five hundred only) per air conditioner per month will be recovered for every air conditioner that breaks down for more than three times in a month.

17. Forfeiture of Security Money :-

17.1.1.1 In the event of failure to supply or maintain the equipment / instruments as per Work Order within the stipulated period, the security deposit may be forfeited.

17.1.1.2 In that event, supply of the said equipment may be taken from the next lowest bidder vide the same Work Order at contractors risk and cost without any farther reference, so that the loss incurred would be recoverable from the Security Deposit of the said contractor or from any sum due of which may become due to the contractors.

17.1.1.3 If any equipment/ instrument is damaged by the approved firm, cost of the same will be deducted from the deposited Security money of the contractor.

18. ARBITRATION CLAUSE:- In the event of any question, dispute or difference arising under this enquiry / work order or in connection therewith the same shall be referred to sole arbitration as selected by Director, Kalakshetra Foundation and approved by Contractor. The award of the arbitrator shall be final and binding on the parties. In the event of arbitrator to whom the matter is originally referred, being unable to act for any reasons whatsoever, Director, KF or the said officer shall appoint another person with the approval of Contractor to act as arbitrator in accordance with terms of the work order and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

The arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award. Subject to aforesaid Indian Arbitration and Conciliation Act 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

The venue of the arbitration proceeding shall be the office of the Director, KF at Chennai or such other places as the arbitrator may decide.

('KF' – KALAKSHETRA FOUNDATION)

DETAILS TO BE FILLED BY THE BIDDER:-



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SL.No	PARTICULARS	
1.	Name of the Company / Organization with address	
2.	Year of Establishment	
3.	Constitution of the Establishment (Proprietary/Partnership/Public/Private Company)	
4.	Name of Chief Executive/ Proprietor/Partners	
5.	Place of Head Office/Registered Office with Address	
6.	Name of contact person Telephone No. Mobile No. Fax No. Email Website (if any)	
7.	Commercial Information Registration (enclose attested copies wherever applicable) a) CST Regn. No. b) State ST Regn. No. c) TIN No. d) Trade License No. e) Service Tax Regn. No. f) PAN No. g) PF A/c. No. h) Labour License No. i) ESI A/c. No. j) Details of Group Insurance Policy For technicians and workers	
8.	Annual Turnover during last 3 years (enclose Audited Balance Sheet)	
9.	Whether you are authorized Dealer for Sales of any of the Air Conditioner Company (If yes, please specify the name of Air Conditioning Company)	
10.	Whether you are authorized Service Agent If yes, specify the brands	
11.	Details of work done during last 3 years in PSUs / Banks / Railways /Govt. Depts./Govt. Institutions Copies of work orders to be enclosed	
12.	Nature of business Manufacturing/Service/Dealership/Stockiest	



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(Annexure -I)

ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT FOR SPLIT AND CASSETTE AIR CONDITIONERS INSTALLED AT
KALAKSHETRA FOUNDATION, THIRUVANMIYUR, CHENNAI-41

ENQ.NO-01/2017-2018/EM - Dt-17.04.2017

SL.No	AC TYPE	BRAND	TONNAGE	LOCATION	QNTY.	UNIT RATE (per annum)	AMOUNT
1.	CASSETTE	VOLTAS	1.5	CO- DIR- ROOM	2		
2.	SPLIT	VIDEOCON	1	CO- DD -ROOM	1		
3.	SPLIT	VIDEOCON	1	CO- CAO- ROOM	1		
4.	SPLIT	VOLTAS	2	CFA- REGI- ROOM	1		
5.	SPLIT	VOLTAS	2	CFA- PRIN -ROOM	1		
6.	SPLIT	CARRIER	2	INSTRUMENT COTTAGE	1		
7.	SPLIT	VOLTAS	1	COSTUME ROOM	2		
8.	SPLIT	VOLTAS	2	MUSEUM ROOM NO- 1	2		
9.	SPLIT	CARRIER	3	MUSEUM ROOM NO- 2	2		
10.	SPLIT	DAIKIN	1.5	OLD CENTRAL OFFICE	1		
11.	SPLIT	CARRIER	1.5	OLD CENTRAL OFFICE	1		
12.	SPLIT	CARRIER	2	R&D - library	1		
13.	SPLIT	CARRIER	1.5	R&D - library	1		
14.	SPLIT	VOLTAS	1.5	OAT- GREEN ROOM	5		
15.	SPLIT	VOLTAS	1	R&D - SANTHI	1		
16.	SPLIT	CARRIER	1	R&D - SANTHI	1		
17.	SPLIT	LG	2	R&D - SANTHI	2		
18.	SPLIT	BLUESTAR	1	R&D - SANTHI	1		
19.	SPLIT	VIDEOCON	1.5	BASS - COMPUTER LAB	2		
20.	SPLIT	VOLTAS	1	BCCH - GUEST ROOM- 1	1		
21.	SPLIT	VOLTAS	1	BCCH - GUEST ROOM- 2	1		
22.	SPLIT	VOLTAS	1	BCCH - GUEST ROOM- 3	1		
23.	SPLIT	VOLTAS	1.5	UPASIKA ROOM NO. 1	1		
24.	SPLIT	VOLTAS	1.5	UPASIKA ROOM NO. 2	1		
25.	SPLIT	VOLTAS	1.5	UPASIKA ROOM NO. 3	1		



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				Total-	35			
				Add Service tax @				
				Grand total -				
	(In words)							

This issues with the approval of the competent authority

For KALAKSHETRA FOUNDATION

Signature with Name and Seal of tenderer-

Name of the Company/ Firm :

Registered office Address:

Telephone No. :

Fax No. :

E-mail address :