

**E -TENDER NOTICE INVITING BIDS FOR  
AMC OF AIR-CONDITIONER UNITS IN NACIN ACADEMY AND HOSTEL**

1. The National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Chennai, functions from the **office premises at 3/86 E, ATC Road, Ambattur Industrial Estate, near AMBIT IT Park, Chennai-58** and **hostel premises at Block Nos. 30 to 33, Central Revenue Quarters, 12<sup>th</sup> Main Road, Anna Nagar, Chennai-40**. NACIN, Chennai invites e-bids from reputed firms under a two-bid system (Technical bid and Financial bid) for Comprehensive Annual Maintenance Contract (AMC) for the service/upkeep of Air-Conditioning Units (Split, Ductable, Tower and Cassette types) installed in the Office premises of this Academy and the NACIN Guest House & Hostel. The AMC is for a period of 12 months. The specifications of work to be done for the above maintenance and qualification criteria & statutory obligations to be complied with by the contractor are detailed in the Annexure to this Notice. **All bidders for this e-tender are deemed to have understood and accepted the contents of this Notice.**

2. **Only those bidders, who have their offices and workforce in Chennai city (within a radius of 25 km from this Academy), may post their bids for this e-tender; they will have to provide valid address proof as evidence for the same.**

3. This tender document can be downloaded from the websites [www.cbic.gov.in](http://www.cbic.gov.in), [www.nacin.gov.in](http://www.nacin.gov.in) & [www.centralexcisechennai.gov.in](http://www.centralexcisechennai.gov.in) or from the Government e-Marketplace (GeM) website.

4. Interested bidders, who comply with the terms and conditions of this tender notice and who are registered sellers on the GeM portal, may submit their e-bids online only through the Government e-Marketplace (GeM) website. **Hard copies of the bids will not be accepted.**

5. Interested bidders should visit the sites and inspect the equipment and installations before submitting the bids. **Only those bidders who visit the sites, assess the requirements prior to the submission of their bids and affix their signature as a token of their visit, in a register maintained for this purpose, will be considered for evaluation of the Technical bid.**

6. **Care may be taken to ensure that the Financial bid's details are not visible along with the Technical bid. In case the Financial bid is visible along with the Technical bid, the bid will be liable to be rejected.**

7. For any further enquiries, Shri V.P.Hari, Superintendent (Ph:9840377458) may be contacted.



  
ASSISTANT DIRECTOR

## **I. DETAILS OF WORK TO BE DONE**

1. This Annual Maintenance Contract shall be a Comprehensive contract for all types of air-conditioners installed at NACIN Office and NACIN Guest House. The details of Air-conditioning units installed in this Academy and Guest House/Hostel are given below:

Sl.No.	Type of AC	Tonnage	No. of ACs	Total tonnage
<b>NACIN Academy</b>				
1	Split AC	1.5	16	24
2	Cassette	2	7	14
3	Cassette	3	2	6
4	Tower	4.5	2	9
5	Ductable Split	3	1	3
6	Ductable Split	8	3	24
7	Ductable Split	11	4	44
<b>NACIN Hostel/Guest House /Officers' Mess</b>				
8	Split AC	1	2	2
9	Split AC	1.5	32	48
<b>TOTAL</b>			<b>69</b>	<b>174</b>

2. This Comprehensive AMC, as per the industry's standards, will cover the labour involved and repairs/replacement of all components/parts of the above AC units, **except the following i.e., Voltage Stabilizers, Condensers, Cooling coils, Metal covers, Plastic bodies, Remote Handsets, Copper piping and insulation, Air filters and Tinkering & Painting work.**

3. There are two types of Maintenance services to be carried out by the Service Provider viz. (A) Preventive Maintenance Service (PMS) and (B) Break-down Service (BDS).

### **A. Preventive Maintenance Service (PMS):**

Every machine shall be serviced **at least once every quarter**. A record of such service, duly acknowledged by the person in charge shall be maintained. Quarterly Preventive Maintenance shall include the following:

- i. Checking connections at the main plug
- ii. Cleaning of blower and condenser fan
- iii. Cleaning of air filter
- iv. Cleaning the evaporator and condenser coils
- v. Cleaning the equipment
- vi. Checking and tightening of nuts & bolts
- vii. Oiling the motor
- viii. Checking cooling efficiency
- ix. 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**.



**B. Break-down service ( BDS):**

- i. 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 service will include replacement of genuine spares & Compressor.** 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.
- ii. 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.100/- per day/Unit till the complaint is attended to.
- iii. Only ISI marked parts for repairs/replacements shall be used. Old parts, which are replaced, must be deposited with NACIN under proper documents and the new parts should be shown before replacement. Using of non-ISI marked part will attract penalty, which may go up to double the cost of the parts.
- iv. Transportation of Air-Conditioner Units from the office buildings to the service provider's workshop and back to the office buildings will be at the cost of the service provider

**II. ELIGIBILITY CRITERIA TO BE MET BY THE BIDDER**

1. The tender will be decided based on, among other things, the least amount quoted and the accuracy of other details provided.
2. **When uploading the Financial bid, it may noted that the quoted amount should not include GST.**
3. **The bidder shall provide their address proof as evidence that their office and workforce are available in Chennai city, within a radius of 25 km from this Academy.**
4. Unless legally exempted, the contractor should be registered with GST, ESI and PF Departments and should pay their Government dues promptly. **Relevant documents are to be uploaded as evidence.** The bidder shall upload a copy of their PAN card/letter also.
5. Evidence, if any, for filing of Income Tax and GST returns shall be enclosed along with the technical bid.

6. The service provider shall provide direct service and shall not employ sub-contractors.
7. The bidder should have a minimum of three years of experience in the service/maintenance of Air-Conditioners (Split, Cassette, Tower and Ductable types) to Government Departments / reputed organizations.
8. The bidder must have average annual turnover of Rs.10 Lakhs or above during the 3 Financial Years 2018-19, 2019-20 and 2020-21
9. A list of the contractor's clients with contact persons and phone numbers should also be uploaded. **The eligibility of the contractor will depend on their reputation and credibility also.**
10. Bidders have to visit the premises of this Academy and assess the requirement, before bidding. **Only those bids submitted by bidders who have visited the premises, inspected the installations, and signed in the register maintained for this purpose would be considered.**

**OTHER CONDITIONS:**

1. 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 undersigned along with the Service Report acknowledgements (both for Preventive Maintenance Service and for Break-down Maintenance Service) before 5th of the following month. Payment shall be made after verification of the Records.
2. Under no circumstances, any increase in the agreed amount shall be considered at all during the currency of the AMC period.
3. The notice period for termination of contract shall be one month by either party. However, the service provider shall continue the service on the same terms until a new service provider is in place.
4. The selected service provider shall execute a Maintenance Contract in the Form prescribed by this Office. Once selected, the service provider shall, at the end of the service period/termination of contract, hand over the Air-conditioner units in working condition to the successor service provider.
5. 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.



  
**ASSISTANT DIRECTOR**

**ANNEXURE-IV**

**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 or CPSU.
- 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 NACIN, Chennai.
- 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.

Signature of Authorized Signatory of Bidder

Date and seal