



राष्ट्रीय पुस्तक न्यास, भारत
शिक्षा मंत्रालय, भारत सरकार
NATIONAL BOOK TRUST, INDIA
Ministry of Education, Government of India
Nehru Bhawan, 5 Institutional Area, Phase-II,
Vasant Kunj, New Delhi – 110 070
Phone:+91 11 26707 700/756/873/868
Email: office.nbt@nic.in, Web: www.nbtindia.gov.in

TENDER NOTICE

Notice for Annual Maintenance Contract (AMC) of Air Conditioners (Split/Window/Cassette), Water Coolers & Water Dispensers and Repairing/Replacement work on requirement basis of Air Conditioners (Split/Window/Cassette)

National Book Trust, India, an autonomous organization of the Ministry of Education, Government of India invites sealed tenders in two-bid system (Technical & Financial) from reputed firms engaged in undertaking the **Annual Maintenance Contract (AMC) and Repairing/Replacement work on requirement basis** of Air Conditioners (Split/Window/Cassette). The firms forwarding their quotations must comply with the terms and conditions mentioned herewith. The sealed quotations for **Annual Maintenance Contract** for the ACs, Water Coolers and Water Dispensers are invited as per the Proforma at **Annexure 'II' (Technical Bid) & Annexure 'III' (Financial Bid)**. The quotations completed in all respects in sealed cover duly super scribed as **"Tender for Annual Maintenance Contract (AMC) of Air Conditioners (Split/Window/Cassette), Water Coolers & Water Dispensers and Repairing/Replacement work on requirement basis of Air Conditioners (Split/Window/Cassette)"** may be sent to the **Deputy Director (Admin & Estt.), National Book Trust, India** and shall be accepted in the office of the National Book Trust, India, Nehru Bhawan, 5, Institutional Area, Phase-II, Vasant Kunj, New Delhi- 110070 **on or before 09.02.2021 latest by 14:00 hrs.** The bid has to be accompanied by an EMD (Refundable) of Rs. 25,000/- (Rs. Twenty Five Thousand only) in the form of Demand Draft in favour of *National Book Trust, India* payable at *New Delhi*. **The Technical Bids will be opened on 09.02.2021 at 14.30 hrs** in the NBT office and financial bid of only technically qualified bidders will be opened subsequently subjected to fulfilling at the same venue. The tender document can be downloaded from the NBT website (www.nbtindia.gov.in) at a fee of Rs.1,180/- (One thousand one hundred eighty only) including 18% GST in the form of **DD in favour of National Book Trust, India payable at New Delhi** should be enclosed along with the technical bid.

| | |
|---|--|
| Start of Sale of Tender Document | : (Date 05.01.2021 & Time 14:00 hrs.) |
| Cost of Tender document | : Rs. 1,180/- including 18% GST |
| Earnest Money Deposit | : Rs. 25,000/- |
| Date of Pre-Bid Meeting | : On 15.01.2021 at 11:00 hrs. |
| Last date of receipt of Bids | : On 09.02.2021 latest by 14:00 hrs. |
| Date of opening of Tender | : Technical Bid on 09.02.2021 at 14:30 hrs. |
| | : Financial Bid on 09.02.2021 (after Technical Bid) |

The Director NBT, India reserves all rights to accept or reject the tender in part or whole without assigning any reasons thereof.

CHECK LIST – The firms/ Contractors should ensure the following before submission of the Technical Bids:

| S. No. | Particulars | Yes | No |
|---------------|---|------------|-----------|
| 1. | Valid GST Registration Number of the firm for the GST purpose & GST return for year 2020-21. | | |
| 2. | Self Certified copies of Profit & Loss Account, Balance Sheet and Income Tax Return for the last 3 financial years i.e. from 2017-18, 2018-19 and 2019-20. | | |
| 3. | List of Engineers and other technically qualified employees at your organization mentioning with years of experience. | | |
| 4. | Minimum 03 years of experience in providing maintenance services at Central/State Govt./ Deptt./ PSU/ Autonomous body/or reputed organization for Air Conditioners, Water Coolers & Water Dispensers or equipments of similar nature to be submitted. (The completion certificate/performance certificate be enclosed for the works executed in last three years of similar nature) | | |
| 5. | Self-attested Copy of PAN. | | |
| 6. | The firm should have turnover of Rs. 25 lakh per annum for last 3 years (documentary proof must be attached such as Copy of balance sheet / certificate from CA). | | |
| 7. | Tender fee of Rs. 1,180/- including 18% GST in form of DD in the name of National Book Trust, India payable at New Delhi. | | |
| 8. | EMD of Rs. 25,000/- (Twenty Five Thousand only) in form of DD in the name of National Book Trust, India payable at New Delhi. | | |
| 9. | Affidavit in original (on Rs 10/- non judicial stamp paper) being noted that “Agency has not been black listed at any time by a Government, Semi-Government or any other organisation.” | | |
| 10. | Specimen signature, name, address, contact number, designation/capacity in which the person or authorised person to sign the tender. | | |

TENDER DOCUMENT

Annual Maintenance Contract (AMC) of Air Conditioners (Split/Window/Cassette), Water Coolers & Water Dispensers and Repairing/Replacement work on requirement basis of Air Conditioners (Split/Window/Cassette)

SCOPE OF AMC

- The Scope of AMC shall be Servicing/Overhauling of machine. Spot Breakdown/ Maintenance of machine, Preventive Maintenance of machine and Installation & Commissioning of Machine.
- Technically sound skilled worker need to be deployed for repairing of machines on the requirement basis.

Special Instructions:

Following activities will be in regular for Split/Window/Cassette Air Conditioners, Water Coolers & Water Dispensers.

1. Major Nature of Complaints:

- Installation of Air Conditioners (Window/Split/Cassette)
- Gas filling etc.
- Servicing of Air Conditioner: Cleaning of filter, Cleaning of Cooling Coil etc. on monthly basis.
- Servicing of Water Coolers and water Dispensers

2. Minor Nature of Complaints & Spot Breakdown Maintenance:

- Lubrication and greasing, etc. in various parts of machines
- General Checking of machines twice in a week.
- Over hauling of AC Units as per requirement
- Over hauling of compressor as per requirement
- Transportation of defective compressor from installed location for rectification
- Replacement of Motors (all type) in AC Unit, Water Coolers & Water Dispensers
- Replacement of Capacitors, Relay and Overload in ACs, Water Coolers and Water Dispensers
- Rectification of Electric Circuits in AC's, Water Coolers & Water Dispensers
- Shifting of AC (Window/Split/Cassette) from installed location to another location
- Maintenance of Water Coolers & Water Dispensers.

The Servicing of machine shall be the major nature of the job while any replacement of motors, capacitors or equipments in machinery is subject to prior approval of NBT for releasing the payment.

The Contractor shall ensure to attend the breakdown within short notice period of two days. In case Contractor fails to attend the job within stipulated time, it will invite penalty of Rs.500/- every day.

(Note: Machine defined as Air Conditioners (Window/Split/Cassette), Water Coolers and Water Dispensers)

AMC includes all spares including compressor for indoor/outdoor units and stabilizers, electrical cables and drain pipes for proper maintenance of all AC, Water Cooler & Water Dispensers as per configuration.

Note: Interested parties are advised to visit the venue and check the physical condition of equipments before submitting the bid. No modification/alteration will be permitted after submission of bid. The inventory of equipments along with location mentioned above shall be acknowledged by the successful bidder at the time of accepting the work order as the same needs to be handed over to NBT, India on termination/ end of the agreement in same conditions.

INSTRUCTIONS

1. The tender document can be downloaded from official website of NBT, India “www.nbtindia.gov.in and a tender fee of **Rs.1,180/- (One thousand one hundred eighty only) including 18% GST** in the form of DD drawn in the name of **National Book Trust, India** payable at **New Delhi** should be enclosed alongwith the technical bid separately.
2. **Earnest Money:** An EMD (Refundable) of Rs. 25,000/- (Twenty Five Thousand only) should be submitted alongwith technical bid in the form of DD drawn in the name of **National Book Trust, India** payable at **New Delhi**.
3. The tender shall be submitted in two-cover system. All pages of tender document dully filled and signed by the authorized signatory along with **EMD of Rs. 25,000/- (Rs. Twenty Five Thousand only), Tender fee of Rs. 1,180/- (One thousand one hundred eighty only) including 18% GST** and all supporting documents as mentioned in Annexure-II (duly signed) should be submitted in a sealed envelope duly super scribed as **TECHNICAL BID** The covers shall be super scribed clearly whether it is “**Technical Bid**” or “**Financial Bid**”. Both the envelopes, after being sealed properly, shall be put into a third envelope, which should be properly sealed before it is sent/ submitted. The third sealed cover shall be super scribed as per following details:
 - a) **The envelope containing technical bid should mention (duly sealed and superscribed) technical bid for Annual Maintenance Contract (AMC) of Air Conditioners (Split/Window/Cassette), Water Coolers & Water Dispensers and Repairing/Replacement work on requirement basis of Air Conditioners (Split/Window/Cassette).**
 - b) **The envelope containing financial bid should mention (duly sealed and superscribed) financial bid for Annual Maintenance Contract (AMC) of Air Conditioners (Split/Window/Cassette), Water Coolers & Water Dispensers and Repairing/Replacement work on requirement basis of Air Conditioners (Split/Window/Cassette).**
 - c) **The third envelop will contain both technical and financial bids separately duly sealed and superscribed as tender for Annual Maintenance Contract (AMC) of Air Conditioners (Split/Window/Cassette), Water Coolers & Water Dispensers and Repairing/Replacement work on requirement basis of Air Conditioners (Split/Window/Cassette) and addressed to the Deputy Director (Admin & Estt.), National Book Trust, India and shall be accepted in the office of the National Book Trust, India, Nehru Bhawan, 5, Institutional Area, Phase-II, Vasant Kunj, New Delhi-110070. The above procedure must be carefully followed in order to avoid any probable disqualification due to technical formalities of filling up of tender bid. If the**

cover of the tender is not sealed and marked, the NBT will assume no responsibility for the tender's misplacement or premature opening.

- 4. Technical bid will be opened on 09.02.2021 at 14:30 hrs. in the office of the undersigned by the designated committee and financial bid will be opened subsequently, subjected to fulfilling the eligibility criteria of bidders as per tender document.**
- 5. Any tender received without cost of the tender document and EMD will be rejected.**
- 6. The tender validity period shall be 90 days from the date of opening of technical bid.**
7. The tenderer should clarify whether the individual signing the tender or other documents in connection with the tender signs as:

A "sole proprietor" of the firm or constituted attorney of such sole proprietor, or a partner of the firm if it be a partnership in which case he must have authority to refer to arbitration of disputes concerning the business of the partnership either by virtue of the partnership deed or a power of attorney. In the alternative, the tender should be signed by all the partners, or Constituted Attorney if it is a company and copy of MoA shall be provided. The tender should be signed either by the proprietor or by his authorised representative. In case of the later an authority letter should be enclosed with the tender.
8. The Director, NBT, India reserves all rights to accept or reject the tender in part or whole without assigning any reasons thereof.
9. Interested parties are advised to visit the venue and check the physical condition of equipments before submitting the bid. No modification/alteration will be permitted after submission of bid.
- 10. In the event of any breach or negligence of non-observance of any condition of the Tender, Contractor shall be black listed for a period of 3 years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.**

TERMS AND CONDITIONS

1. AMC will be for a period of one year commencing from the date of the agreement comes into force and extendable upto 3 years on mutual agreement on the same terms and conditions and same pricing. This can be cancelled unilaterally by this office whenever the service is not found to be satisfactory or up to the mark. This office also reserves the right to transfer/reinstall any of the machines to office premise at Vasant Kunj New Delhi-110070 and it will continue to be covered under AMC by the service provider.
2. The emergency calls should be attended on the same day of registration of the complaint without any delay. If the AMC provider firm fail to attend the calls within the same day, this office will reserve the right to get the work done by other firms and deduct such expenses from the AMC charges.
3. The AMC firm is required to undertake preventive maintenance by checking all the Air Conditioners, Water coolers & Water Dispensers at least once every month and servicing every 3 months and confirm that the systems are in the best of the working conditions.

4. The AMC is guaranteed against the cost of breakdown of any component, labour charges, transportation charges and replacement of any spares, drain pipes and electrical cables should be provided at free of cost.

5. **The servicing of equipments should be attended only by the qualified service technician.**

6. The firms are required to submit the following details/documents in the technical bid envelope:

TECHNICAL BID:

- a) Valid GST registration Number of the firm for GST purpose, copy of GST registration GST returns for year 2020-21.
- b) Self Certified copies of Profit & Loss Account, Balance Sheet and Income Tax Return for the last 3 financial years i.e. from 2017-18, 2018-19 and 2019-20.
- c) List of Engineers and other technically qualified employees at your organization mentioning with years of experience and technical certification/training etc.
- d) Self-attested of Copy of PAN and work experience showing the firm should have at least minimum 03 years of experience in providing Maintenance services at Central/State Govt./ Deptt./ PSU/ Autonomous body/or reputed organization for Air Conditioners, water cooler & water dispenser to be submitted with proof such as work order copy (Proof of date of set up) should be attached.
- e) The firm should have turnover of Rs. 25 lakh per annum for last 3 years.
- f) The form in Annexure - II should be duly filled up and submitted alongwith copies of relevant documents duly signed by the Employer/Authorised Signatory.
- g) Tender fee of Rs.1,180/- (One thousand one hundred eight only) including 18% GST in form of DD in the name of **National Book Trust, India payable at New Delhi.**
- h) EMD of Rs. 25,000/- (Rs. Twenty Five Thousand only) in form of **DD in the name of National Book Trust, India payable at New Delhi.**

7. The vendor shall be responsible for compliance of all labour laws including ESI Act, EPF Act and Bonus Act. NBT, India shall not be responsible for any liability occurred due to non-compliance of any law by the vendor/AMC provider.

8. TDS as applicable shall be deducted at source.

9. GST as applicable shall be payable.

10. In case of any accident/mis-happening occurred to any of the workman, the entire responsibility will be on the part of the AMC provider. The safety of the workman should be strictly followed by the vendor. The service provider cannot force NBT, India for all such claims.

11. **Performance Security:** The successful bidder shall deposit an amount equal to 10% of the tendered and accepted value of the work (After adjustment of EMD) before award of the work as Security Deposit in the form of **Demand Draft in favour of National Book Trust, India. The Performance security will remain valid for a period of sixty days beyond the date of completion of agreement/contract. No interest will be claimed on the security deposit.**

12. The quarterly payment will be made to the vendor on satisfactory completion of work and production of bill. The last quarter payment will be made after completion of the AMC period.

This is also to be noted that the monthly report of working status of the installed AC and Water Coolers & Dispensers at NBT, India shall be generated for releasing the payment.

13. After allotment of tender the NBT, India reserves all the right to cancel contract at any time without assigning any reason.

14. If a firm quotes NIL charges, the bid shall be treated as unresponsive and may not be considered.

I/We undertake to abide and bound by the terms and conditions of the contract.

Sign of the Tenderer with Official seal

Date:

Contact Number (Tel./ Mobile and email)

ANNEXURE-I

NATIONAL BOOK TRUST, INDIA
"Nehru Bhawan", 5, Institutional Area
Phase-II, Vasant Kunj, New Delhi-110070

SCHEDULE OF REQUIREMENTS

DETAILS OF AIR-CONDITIONERS, WATER COOLERS & WATER DISPENSER TO BE PLACED UNDER AMC

| S. No. | Description of items | Qty. | Capacity | Total no. of machine with make |
|---------------|-------------------------------------|-------------|-----------------|---|
| i | Split AC | 2 | 1 Ton | 103 Nos (1.5 Tons/2.0/2.75 Tons) Split/Window/ Cassette Make: LG, Voltas, Hitachi, LLOYD, Blue Star & Samsung etc. |
| ii | Split AC | 56 | 1.5 Tons | |
| iii | Split AC | 25 | 2 Tons | |
| iv | Cassette AC | 5 | 2.75 Tons | |
| v | Window AC | 15 | 1.5 Tons | |
| vi | Water coolers | 02 | 150 ltrs | 10 Nos (Water Coolers & Water Dispensers) Make: Blue Star & Sindhwal etc. |
| vii | Water coolers 80 ltrs (Sindhwal) | 03 | 80 ltrs | |
| viii | Bottle Cooler(water Dispenser) | 05 | ----- | |

NATIONAL BOOK TRUST, INDIA
"Nehru Bhawan", 5, Institutional Area
Phase-II, Vasant Kunj, New Delhi-110070

TECHNICAL BID

Bidder should furnish the following details along with the documentary proof:

- 1) Valid GST Registration Number of the firm for the GST purpose & GST return for year 2020-21.
- 2) Self Certified copies of Profit & Loss Account, Balance Sheet and Income Tax Return for the last 3 financial years i.e. from 2017-18, 2018-19 and 2019-20.
- 3) List of Engineers and other technically qualified employees at your organization mentioning with years of experience.
- 4) Minimum 03 years of experience in providing maintenance services at Central/State Govt./ Deptt./ PSU/ Autonomous body/or reputed organization for Air Conditioners, Water Coolers & Water Dispensers or equipments of similar nature to be submitted. (The completion certificate/performance certificate be enclosed for the works executed in last three years of similar nature)
- 5) Self-attested Copy of PAN.
- 6) The firm should have turnover of Rs. 25 lakh per annum for last 3 years (documentary proof must be attached such as Copy of balance sheet / certificate from CA).
- 7) Tender fee of Rs. 1,180/- including 18% GST in form of **DD in the name of National Book Trust, India payable at New Delhi.**
- 8) EMD of Rs. 25,000/- (Twenty Five Thousand only) in form of **DD in the name of National Book Trust, India payable at New Delhi.**
- 9) Affidavit in original (on Rs 10/- non judicial stamp paper) being noted that "Agency has not been black listed at any time by a Government, Semi-Government or any other organisation."
- 10) Specimen signature, name, address, contact number, designation/capacity in which the person or authorised person to sign the tender.

Signature with seal

Name of Firm

Mob No.

NATIONAL BOOK TRUST, INDIA

"Nehru Bhawan", 5, Institutional Area, Phase-II, Vasant Kunj, New Delhi-110070

A. FINANCIAL BID (AMC)

| Sl. No. | Description of items | Qty | Capacity | Rate per unit per annum | Total Amount | Total no. of machine with Make |
|---|-------------------------------------|-----|-----------|-------------------------|--------------|--|
| i. | Split AC | 2 | 1 Ton | | | 103 Nos. (1.5 Tons/2.0/2.75 Tons) Split/Window/Cassette Make: LG, Voltas, Hitachi, LLOYD, Blue Star & Samsung etc. |
| ii. | Split AC | 56 | 1.5 Tons | | | |
| iii. | Split AC | 25 | 2 Tons | | | |
| iv. | Cassette AC | 5 | 2.75 Tons | | | |
| v. | Window AC | 15 | 1.5 Tons | | | |
| vi. | Water coolers | 02 | 150 ltrs | | | 10 Nos. (Water Coolers & Water Dispensers) Make: Blue Star & Sindhwal |
| vii. | Water coolers 80 ltrs (Sindhwal) | 03 | 80 ltrs | | | |
| viii. | Bottle Cooler (Water Dispenser) | 05 | ----- | | | |
| (A) TOTAL AMOUNT (INCLUSIVE GST AS APPLICABLE): IN FIGURE, IN WORDS FOR ALL MACHINE | | | | | | Rs. |

(Note: AMC includes servicing, gas refilling and labour charges only)

B. RATES FOR REPAIRING/REPLACEMENT WORK ON REQUIREMENT BASIS FOR SPLIT/CASSETTE/WINDOW AC (ADDITIONAL ITEMS)

| Sl. No. | Electric parts/items | Split AC | | Cassette AC | | Window AC | | TOTAL (01 to 06) |
|---------|---|---------------------|-----------------------|---------------------|-----------------------|---------------------|-----------------------|---------------------|
| | | Repairing cost 1 | Replacement cost 2 | Repairing cost 3 | Replacement cost 4 | Repairing cost 5 | Replacement cost 6 | |
| 1. | Copper Condenser Coil | | | | | | | |
| 2. | Compressor | | | | | | | |
| 3. | Expansion Valve | | | | | | | |
| 4. | Evaporator Coil | | | | | | | |
| 5. | PCB Board | | | | | | | |
| 6. | Dismantle of Air Conditioner | | | | | | | |
| 7. | Installation of Air Conditioner | | | | | | | |
| 8. | Split A.C Fan Blade (Outdoor Unit) | | | | | | | |
| 9. | Copper piping (1.0/1.5/2.0 Ton) non-inverter (R-22 compliant Air Conditioner) | | | | | | | |

| | | | | | | | | |
|---|---|--|--|--|--|--|--|------------|
| 10. | Copper piping (1.0/1.5/2.0 Ton) inverter and non – inverter (R-32 /410 compliant Air Conditioner) | | | | | | | |
| 11. | Running capacitor (Window AC/Split AC) | | | | | | | |
| 12. | Split Outdoor unit motor (non- inverter) For 1.5 and 2 Ton A.C. | | | | | | | |
| 13. | Split A.C Indoor Motor | | | | | | | |
| 14. | Split A.C Indoor blower For 1.5 and 2 Ton Air Conditioner | | | | | | | |
| 15. | Window A.C (Fan motor, Blade and Blower for 1.5 and 2 Ton Air Conditioner) | | | | | | | |
| 16. | Stabilizer (4KVA) | | | | | | | |
| (B) TOTAL AMOUNT (INCLUSIVE GST AS APPLICABLE): IN FIGURE, IN WORDS FOR ALL ITEMS | | | | | | | | Rs. |
| GRAND TOTAL AMOUNT (A+B) (INCLUSIVE GST AS APPLICABLE) | | | | | | | | Rs. |

Signature with seal
Name of Firm
Mob No.

Date:
Place: