

Notice for Inviting of Tender (NIT) for comprehensive Annual Maintenance Contract of Air Conditioners (Window, Split and Cassette) installed in the offices of Directorate General of Systems located at Hotel Samrat, C.R. Building, North Block and NBCC Plaza, Pushp Vihar Saket, New Delhi



**GOVERNMENT OF INDIA**  
**MINISTRY OF FINANCE, DEPARTMENT OF REVENUE**  
**DIRECTORATE GENERAL OF SYSTEMS AND DATA MANAGEMENT**  
**CUSTOMS AND CENTRAL EXCISE**  
**4<sup>TH</sup> AND 5<sup>TH</sup> FLOOR, HOTEL SAMRAT**  
**NEW DELHI.**

**Notice Inviting Tender (NIT) for  
comprehensive Annual Maintenance Contract  
of Air Conditioners (Window, Split and  
Cassette) installed in the offices of Directorate  
General of Systems located at Hotel Samrat,  
C.R. Building, North Block and NBCC Plaza,  
Pushp Vihar Saket, New Delhi**

**File No. 1(30)/01 /2015-Systems**

Tender published at websites

<http://eprocure.gov.in/eprocure/app>

&

[www.cbec.gov.in](http://www.cbec.gov.in)

(For reference only)

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## ***Disclaimer***

This Tender Notice is not a contract and is neither an offer nor invitation by Directorate General of Systems & Data Management to the prospective Bidders or any other person. The information contained in this Tender Notice has been provided to the best of knowledge of Directorate General of Systems & Data Management and in good faith. However, the information may not be complete and accurate in all respects and may not be exhaustive. The information contained in this Tender Notice is subject to update, expansion, revision and amendment prior to the last day of submission of bids at the sole discretion of Directorate General of Systems & Data Management. Directorate General of Systems & Data Management accepts no liability of any nature arising from reliance of any Bidder upon the information contained in this tender notice. While reasonable care has been taken in providing information in this tender notice, bidders are advised to not rely only on this information but also carry out their independent due diligence and risk assessments before submitting their response to this tender notice. Further, the Bidders are advised to conduct their own analysis of the information contained in this tender notice, carry out their own investigations about the project, the regulatory regime which applies thereto and to seek their own professional advice on the legal, financial and regulatory consequences of entering into an agreement or arrangement relating to the project. Neither Directorate General of Systems & Data Management nor any of its officers, employees nor any of its advisors nor consultants undertakes to provide any Party with access to any additional information or to update the information in this tender notice.

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## ***1 Introduction***

Online Tenders are invited from experienced (with minimum three years' experience) and eligible Service providers for comprehensive Annual Maintenance Contract of Air Conditioners (Window, Split and Cassette) installed in the office of Directorate General of Systems located at Hotel Samrat, C.R. Building, North Block and NBCC Plaza, Pushp Vihar Saket, New Delhi at <http://eprocure.gov.in/eprocure/app>.

Bids submitted online in two packets only :-

### **Technical Bid**

- a)** Signed and Scanned copy of Tender Acceptance Letter as per Annexure 6
- b)** Signed and Scanned copy Annexure-I, Annexure-2, Annexure-3
- c)** Signed and Scanned copy of Firm registration certificate, PAN, GST registration.

### **Financial Bid**

- a) Price Bid in BOQ\_XXXX.xls format.
1. The parties who wish to be present at the time of opening of tender may present themselves or their authorized representatives who shall bring the bid acknowledgement receipt or bidder can view the bids online at their remote end.
  2. The Financial Bids of only those Service providers/ Agencies will be opened who fulfil the Technical conditions.
  3. The Directorate General of Systems reserves the right to postpone / and /or extend the date of receipt / opening of quotations or to withdraw the same, without assigning any reason thereof.

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## **2 Data Sheet**

<b>Item</b>	<b>Description</b>
Name of the Purchaser	Govt. of India, Ministry of Finance, (Deptt. of Revenue) Directorate General of Systems and Data Management, Customs & Central Excise, Hotel Samrat, New Delhi.
Tender Inviting Authority	Directorate General of Systems and Data Management, Customs & Central Excise, 4 <sup>th</sup> & 5 <sup>th</sup> Floor, Hotel Samrat, Chanakyapuri, New Delhi – 110021
Tender Name	Tender for comprehensive Annual Maintenance Contract of Air Conditioners (Window, Split and Cassette) installed in the office of Directorate General of Systems located at Hotel Samrat, C.R. Building, North Block and NBCC Plaza, Pushp Vihar Saket, New Delhi
Tender No. and Date	F.No.I(30)/01/2015-Systems, dated 16.05.2018
Method of Selection	L1
Availability of tender Documents	Can be downloaded from Central Public Procurement Portal at <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a>
Date and time of tender issuance	16.05.2018 at 06.00 PM
Last date and time for Bid/Proposal submission (on or before)	07.06.2018 at 3.00 PM
Last date for Submission of Pre-Bid Queries	<p>All the queries should be received on or before the prescribed date &amp; time, <b>through email only</b> with subject line as follows:</p> <p><i>“Tender for providing of security services to safeguarding the office of Directorate of Systems and Data Management, NBCC Plaza, Pushap Vihar, (Saket), New Delhi_Pre Bid Queries _&lt;bidder’s Name&gt;”.</i></p> <p>The Pre-Bid queries to be sent to the following Email Id:</p> <p>Email ID: <a href="mailto:yatin.arora@icegate.gov.in">yatin.arora@icegate.gov.in</a> till 17.05.2018 at 06.00 PM.</p>

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<b>Item</b>	<b>Description</b>
Pre-Bid Conference Time, Date, & Venue	<b>18.05.2018 at 11.30 AM</b> Venue: Conference Room, Directorate General of Systems, CBEC, 4 <sup>th</sup> Floor, Hotel Samrat, KautilyaMarg, New Delhi 110 021
Posting of responses to queries by CBEC	<b>23.05.2018</b> Replies to the queries posted by all bidders will be posted on the website on Central Public Procurement Portal at <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a>
Technical Bid Opening - Time, Date, & Venue	<b>08.06.2018 at 04.00 PM</b> Venue: Conference Room, Directorate General of Systems, Customs & Central Excise, 4 <sup>th</sup> Floor, Hotel Samrat, Chanakyapuri, KautilyaMarg, New Delhi 110 021
Date and time for Opening of Commercial Bids.	To be intimated later
Language of Bid Submission	Proposals should be submitted in English only.
Currency	Currency in which the bidders may quote the price is INR only.
Name and Address for Communication and seeking clarifications	Shri Suresh Kumar Sharma, Assistant Director (Admn.), Room No. 426, Hotel Samrat, Chanakyapuri, New Delhi. 110 021
Tentative Date of Contract beginning	July, 2018

- Tender documents may be downloaded from Central Public Procurement Portal at <http://eprocure.gov.in/eprocure/app> . Aspiring Bidders who have not enrolled/registered in e-procurement should enrol/register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at **Annexure-5** regarding 'Instructions for online Bid Submission'.
- Tenderers can access Tender documents on the website, fill them with all relevant information and submit the completed Tender document into electronic Tender on the website <http://eprocure.gov.in/eprocure/app>.
- Tenders and supporting documents shall be uploaded through e-procurement portal. Hard copy of the Tender documents will not be accepted.

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## ***Annexure 1 – General Terms and Conditions of the Tender***

- 1) The contract shall be awarded initially for a period of one year which can be further extended from time to time for a period upto three years.
- 2) The bidder must be a reputed service provider with minimum 03 (three) years experience.
- 3) Copies of the contracts awarded in support of having rendered similar services to similar other organizations should be enclosed with the quotation.
- 4) Complete scope of the services to be offered should be mentioned in tender response. As these Air-conditioners cater to highly critical installations, services by the vendor must be full proof.
- 5) Any breakdown call reported by the Directorate should be attended within three hours on 24x7x365 basis. An authorized officer of the Directorate will certify completion of the call on the vendor's call report.
- 6) Preventive maintenance service would include servicing of Air Conditioners and washing & cleaning of coils which will be carried out by the service provider every Quarter to keep the equipment running in a trouble free manner. A record of preventive maintenance carried out would be maintained by the vendor and duly certified by the authorized officer.
- 7) In case of any delay in repairs or in the situation where the equipment has to be taken to the premises of the service provider for necessary rectification, standby equipment shall be provided for the intervening period so that functioning is not hampered.
- 8) Taxes will be paid extra
- 9) Payments for the contract will be made on half yearly basis after completion of the service.
- 10) In case, the service provider defaults in rendering services, he will be liable to be penalized and the Directorate will be entitled to deduct penalty from the payment due at the following rates:-
  - i. Non-rendering of quarterly service – Rs. 500/- per A.C.
  - ii. Delay in attending complaints beyond 1 day – Rs. 500/- per day per A.C.
- 11) The competent authority of this Directorate reserves the right to accept / reject any response or all the responses without assigning any reason.
- 12) In case services provided by the vendor are found satisfactory, the competent authority of this Directorate reserves right to extend AMC for the subsequent period on same terms & conditions. However, in the event of unsatisfactory services by the vendor, the said authority reserves the right to cancel the AMC at any point of time and pro-rata payment will be made for the services rendered after adjusting penalty amount, if any.
- 13) On acceptance of bid, the service provider has to submit performance guarantee of an amount equivalent 10% of the value of the entire period of the contract in the form of Bank Guarantee from a Nationalized Bank drawn in favour of Pay & Accounts Officer, DGICCE, New Delhi at the time of awarding the contract. The performance Guarantee should remain valid for a period of sixty days beyond the date of completion of the contract

We agree to the above terms and conditions

Signature of Authorized Signatory with date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

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Seal \_\_\_\_\_

## ***Annexure 2 – Scope of Work***

Sr. No.	Office	Qty	Remarks
1	Hotel Samrat	6	2 Acs 1.5 ton window with compressor, automatic stabilizer and electrical MCB's (O General)  2 Acs 2 ton split with compressor, automatic stabilizer and electrical MCB's (O General)  2 Acs 2 ton window with compressor, automatic stabilizer and electrical MCB's (O General)
2	C.R. Building	26	10 Acs 1.5 ton Split with compressor, automatic stabilizer and electrical MCB's (O General)  2 Acs 2.0 ton Split with compressor, automatic stabilizer and electrical MCB's (O General)  12 Acs 1.5 ton Window with compressor, automatic stabilizer and electrical MCB's (O General)  1 Acs 1.5 ton window with compressor, automatic stabilizer and electrical MCB's (Carrier)  1 Acs 1.5 ton window with compressor, automatic stabilizer and electrical MCB's (LG)  7 Time Changer
3	NBCC Plaza	6	4 Acs 3 ton cassette with compressor, automatic stabilizer and electrical MCB's Video wall (Daikin)  2 Acs 2 ton split with compressor, automatic stabilizer and electrical MCB's UPS Room (Daikin)
4	North Block	1	2 ton Split with compressor, automatic stabilizer and electrical MCB's (Samsung)
Total		39	

We have read and understood the scope of work

Signature of Authorized Signatory with date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

Seal \_\_\_\_\_



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***Annexure 3 – Pre-Qualification requirement for award of  
Contract for outsourcing of Security Services***

1.	Name of the Firm with telephone No, FAX and complete address ;	
2.	Registration details of the firm ;	
3.	Complaint Person Name and Contact No.	
4.	GST registration Details ;	
5.	Permanent Account Number (PAN);	
6.	Details of experience (minimum of 3 years) in handling similar services in the Govt. offices / PSUs;	
7.	Details of pending legal disputes, if any	
8.	Whether the company blacklisted by any Govt. office/PSUs	YES/NO

**DECLARATION**

I/We undertake that I /We have carefully studied all terms and conditions of the contract as indicted in Annexure I and shall abide by them. I/We also understood the parameters of the proposed scope of work in Annexure II and shall abide by them also.

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the Department in future.

Signature of Authorized Signatory with date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

Seal \_\_\_\_\_

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## Annexure 4 – Format for Commercial Bid

This is only for reference purpose, commercial bid will be submitted online in the prescribed BoQ template (BoQ\_xxxx.xls format)

Tender Inviting Authority: Directorate of Systems, Central Excise & Customs, Hotel Smarat, Chanakyapuri, New Delhi.						
Name of Work: Notice for Inviting of Tender (NIT) for comprehensive Annual Maintenance Contract of Air Conditioners (Window, Split and Cassette) installed in the office of Directorate General of Systems located at Hotel Samrat, C.R. Building, North Block and NBCC Plaza, Pushp Vihar Saket, New Delhi						
Contract No: I(30)/01/2015-Systems/NBCC						
Name of the Bidder/ Bidding Firm / Company :						
<b>PRICE SCHEDULE</b>						
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )						
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder in one AC Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	4	5	13	53	55
1	Laying and Jointing PVC Pipe. Heading					
1.01	2.0 TR Split Air Conditioners (with compressor, automatic stablizer & Electrical MCB's)	7.000	Nos		0.00	INR Zero Only
1.02	2.0 TR Window Air Conditioners (with compressor, automatic stablizer & electricals MCB's)	2.000	Nos		0.00	INR Zero Only
1.03	1.5 TR Split Air Conditioners (with compressor, automatic stablizer & Electrical MCB's)	10.000	Nos		0.00	INR Zero Only
1.04	1.5 TR Window Air Conditioners (with compressor, automatic stablizer & electricals MCB's)	16.000	Nos		0.00	INR Zero Only
1.05	3.0 TR Casetee Air Conditioners (with compressor, automatic stablizer & electricals MCB's)	4.000	Nos		0.00	INR Zero Only
1.06	Time Changer	7.000	Nos		0.00	INR Zero Only
<b>Total in Figures</b>					<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Words</b>						INR Zero Only

Note: Same is provided along with the tender document in .xls format on the portal. Bidder is advise to download the same and upload it at respective location on to the portal.

## ***Annexure 5 – Instructions for Online Bid Submission***

### **Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

#### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

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**PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

**SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

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- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

**ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.

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**Annexure-6**

**TENDER ACCEPTANCE LETTER  
(To be given on Company Letter Head)**

Date:

To,

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Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

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Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

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as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)