



**OFFICE OF THE COMMISSIONER OF GST AND CENTRAL EXCISE (AUDIT)**  
**6/7, A.T.D. STREET, RACE COURSE ROAD, COIMBATORE – 641 018.**

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C. No.I/22/16/2018 – PRO/Admn

Date: 7.5.2018

**NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE OF AIR CONDITIONERS**

Office of the Commissioner of GST and Central Excise (Audit), Coimbatore invites sealed tenders from reputed and experienced Parties/ Agencies for annual Maintenance contract in respect of Air Conditioners and its related Voltage Stabilizers installed at the **Office of the Deputy /Assistant Commissioner of GST and Central Excise (Audit), Circle I and II, "Rakavis Towers", 1065-1066, Trichy Main Road, Ramanathapuram, Coimbatore - 641 045** for the period from 1.6.2018 to 31.3.2019. The details of make, Model and No., of Air conditioners for which AMC is required are detailed in the Table below. Interested parties/ agencies preferably who have experience in maintenance Air Conditioners and also willing to comply with the terms and conditions annexed to this notice, may submit their quotation on or **before 29.5.2018 at 11.30 hrs.**

Sl.No.	Make	Model	Quantity	Location
1	Voltas	8.5T Duct	5 Nos	All the floors
2	Voltas	5.5 T Duct	3 Nos	All the floors
3	Voltas	2.0 T Split	3 Nos	3 <sup>rd</sup> floor
4	Voltas	1.5 T Split	2 Nos	3 rd floor

2. Tenders are invited in 2 parts. ie. 1. Technical Bid and 2. Finance Bid. The Tender form for qualifying/Technical bid is prescribed in Annexure – III and the Tender form for financial bid is prescribed in Annexure IV. The complete set of tender documents, including general terms and conditions and technical and financial bid Proforma can be downloaded from the website <http://cenexkovai.tn.nic.in> and [www.cbec.gov.in](http://www.cbec.gov.in).

3. Service Providers are requested to go through the Eligibility Criteria provided in **Annexure – I, 'Terms and Conditions'** and **Scope of work provided in Annexure-II** and **submit an undertaking as prescribed under Annexure-V** and the **tender acceptance letter as prescribed under Annexure-VI.**

4. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents. The sealed tender documents complete in all respects and with the signature of the

service provider may be **submitted on or before 11.30 AM on 29.5.2018**. The Tender documents shall be sealed by the service provider and to be submitted in the following manner.

Technical Bid and Financial bid shall be placed separately in 2 different envelopes and sealed. These 2 envelopes shall be super-scribed as Technical Bid or Financial Bid, as the case may be, along with the name and put inside a bigger envelope and sealed. The bigger envelope, containing 2 sealed envelopes, shall be super-scribed with the words, '**TENDER FOR AMC OF AIR CONDITIONERS**' and addressed to **The Commissioner of GST and Central Excise (Audit), 6/7, A.T.D. Street, Race Course Road, Coimbatore - 641 018**. The tender documents may also be sent by registered or speed post, or courier or hand delivered to the office under dated acknowledgement. Tender documents received by ordinary post, Fax, E-mail or in any other manner other than the prescribed manner will not be considered. The department shall not be responsible for postal or courier delays. Tender documents received after the due date and time will be summarily rejected.

The service provider shall make refundable **Earnest Money Deposit / Bid Security of Rs.5,000/- (Rupees Five Thousand Only)** in the form of Demand Draft / Banker's Cheque payable to the 'Pay and Accounts Officer' GST and Central Excise (Audit), Coimbatore along with the tender documents. Tenders without earnest money deposit/ Bid security and / or in any form other than demand draft / banker's cheque shall be summarily rejected.

5. The Critical Dates for the Tender Submission and processing are as under:

**CRITICAL DATE SHEET**

Published Date	8.5.2018 at 11.30 hrs
Clarification Start date	8.5.2018 at 11.30 hrs
Clarification end date	29.5.2018 - 11.30 Hrs.
Bid submission start date	8.5.2018 - 11.30 Hrs.
Bid Submission End Date	29.5.2018 - 11.30 Hrs.
Bid Opening Date	30.5.2018 - 11.30Hrs.

6. In the event of any of the above-mentioned date being subsequently declared as a holiday /closed day for this office, the tenders will be opened on the next working day at the scheduled time.

**(S. ASHOK RANI)**  
**ASSISTANT COMMISSIONER**

## **Annexure- I**

### **Eligibility criteria for AMC Vendors:**

#### Reputation of the Vendor:

1. The company/firm/enterprise (hereinafter called the 'Company' or 'Vendor') intending to bid for the tender shall be a reputed organization in the field of Maintenance of Air Conditioners.

#### Past record of Vendor & Client information:

2. The Department reserves the right to cancel the vendor's bid/agreement, if any information provided by the vendor is found unverifiable or untrue during the selection procedure or the AMC period.

3. This Commissionerate/circle office shall have the right to inspect company's site to assess their infrastructure before awarding the AMC and may reject the bid in the event of dissatisfaction of the Commissioner, about the applicant-vendor's infrastructure or past services.

#### Competence of the Vendor:

4. Vendors having the facility of on-line monitoring of customers' calls and offering the customer facility to make local phone calls or through e-mail for registering the call or knowing its status will be preferred. Vendor should have a proper database system for monitoring all calls from all their clients through Call Escalation Matrix.

#### Suitable documentary proof to determine eligibility:

5. Suitable documents in proof for the conditions at 1 to 4 above shall be attached to the technical bids, in addition to **Annexures** failing which the bid will not be shortlisted for further process.

6. The service provider shall be based in Coimbatore or should have branch office in Coimbatore.

## **ANNEXURE - II**

### **Conditions governing AMC**

#### **Opening of Tender Documents**

1. The tender documents, soon after completion of the application period, will be opened in the presence of tender committee formed in this regard. In case where 'technical' bid of a vendor fails, the 'financial' bids will not be opened and may be returned to them as such. Financial bids shortlisted on the above conditions will be finalized soon thereafter. This office does not bind itself to accept the lowest tender and also reserves the right to (a) reject any quotation without assigning any reason whatsoever or (b) re-tendering afresh.

#### **Rejection due to incomplete information or counter conditions:**

2. Bids in which any of the furnished particulars and prescribed information of the vendor are inadequate or incomplete in any respect or in which counter-conditions by the vendor are imposed, are liable to be rejected.
3. This tender is not transferable and the successful bidder shall not request for or be allowed, on its own, to devolve or sub-contract or transfer the awarded contract to any other person/vendor either before or after commencement of the contract period.
4. Sub-contracting of the AMC is not allowed.
5. There shall be 2 types of Maintenance Service to be carried out by the service provider viz. Preventive maintenance service (PMS) and Breakdown Service (BDS). The maintenance service by the company shall include break-down maintenance and quarterly preventive service of all Air conditioners. The service engineers should be equipped with mobile phones to ensure their availability. Breakdown calls shall be attended and resolved as per schedule below;
  - a. Call attendance: Within 3 Hrs or if not same day by 6 p.m. (whichever is longer)
  - b. They should provide support from their respective local offices to our designated offices.

### **Preventive Maintenance Service (PMS)**

Every machine shall be serviced at least once in 3 month. A record or such service, duly acknowledged by the person in charge of the location of the Air conditioner, shall be maintained and produced along with bill.

### **Breakdown Service (BOS):**

Breakdown calls shall be attended to immediately/swiftly and a record of such service, duly acknowledged by the person in charge of the location of the Air-Conditioner, shall be maintained and produced along with bill for office records.

6. This Annual Maintenance Contract shall be Comprehensive contract for different types of Air conditioners and for different types of maintenance. Comprehensive service includes replacement of all spares except from panel, plastic components, electrical installations, brazing works etc.
7. All break-down calls shall be attended to immediately and in any case, the same day. Break down calls that could not be attended to on the same day for exceptional reasons shall be attended to the next day without fail.

8. The firm should provide standby Air-Conditioner, if any unserviceable Air Conditioners is required to be taken from the office to the firm's workshop or elsewhere for repair/replacement of spare part in case of major breakdown in an AC, if the AC is taken to the firm's workshop, the firm will bear the charges like: transportation, loading/unloading, repair/service, cost of the parts replaced, etc.

9. Units taken out of the office premises for service at the workshop shall be returned at the earliest and in any case, within a week's time. Non-attendance of complaints of the nature beyond a week would entail deduction of penalty of Rs.200/- per day, per Unit till the complaint is attended to.

10. Quarterly bills shall be submitted to the undersigned along with the Service Report acknowledgement from controlling official (for Preventive Maintenance Service and for Break -down Maintenance Service) before 5<sup>th</sup> of the following month. Payment shall be made after verification of the Records and the same shall be restricted to actual number of Air-Conditioners serviced during the month. The AMC charges will be paid quarterly, after satisfactory completion of each quarter. No demands for revision of rates on any account shall be entertained during or after the contract period. Any penalty liable to be paid will be deducted at the time of payment of quarterly charges.

#### Logistics & mobility of engineer:

11. Qualified and Skilled Engineer must be deployed to all the calls during the business hours. The service engineer will have to arrange for the quick conveyance between the site, without depending on public transport and the customer will not pay any allowances towards such out-door work.

12. The payment for the final month 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 hand after receipt of take-over note from the successor-service provider.

13. Commissioner of GST and Central Excise (Audit) reserves the right to terminate the contract at any moment in the case of unsatisfactory service and contract will have no claim for the work and period of unsatisfactory service rendered.

14. In case of dispute, the decision of Commissioner of GST and Central Excise (Audit), Coimbatore will be final and binding to all.

15. On the expiry of AMC the firm should surrender all the Air-Conditioners in working condition.

16. Where any items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item / component / part. In case the brand / model has become obsolete, the same shall be replaced with equivalent or higher-end model of the faulty parts/components.

17. The AMC vendor should not tamper with the asset code already affixed on the equipments and ensure that asset code is always affixed on all systems under AMC and the same is quoted as reference.

#### Dispute Resolution:

18. Whenever during the period of the Maintenance Contract, the service of the company is found to be not satisfactory or if the company is found violating any of the conditions governing the Maintenance Contract, this office has the right to terminate the contract immediately without any compensation. However, before such termination, disputes relating to the service by the vendor arising out of the implementation of the contract during its term will be resolved by way of

discussion at customer's site, between the Joint Commissioner or Deputy Commissioner representing the department side and the Sr. Manager of AMC agency representing the vendor side; no third party agency will be allowed to negotiate. If no resolution could be reached, then the contract will be terminated in favour of the customer, viz. Central Excise Dept., in all respects.

Deductions of Taxes:

19. Any tax payable by the vendor towards the contract but is liable for deduction at source and payment by the customer on account of existing statutes, rules, etc. applicable to the vendor, may be deducted at source and only the remaining amount will be paid to the vendor. Hence, the vendor shall provide in the technical bid, the details of registrations obtained by him, like Service Tax, Income Tax, etc..

20. Other Requirements:

The firm should be registered with Registrar of Companies and GST Department. Copies of PAN /TAN /GST and & Service Tax Regn. No. along with respective Registration Certificates should be enclosed.

**Annexure - III**

(To be filled by the authorized signatory of the firm & this is to be kept in the sealed envelope superscribed "Technical Bid for AMC of Air Conditioners")

Name of the organisation /Firm			
Name(s)of the proprietors/ Partners/Directors		1.	2.
Site Office, Telephone &FaxNo. (ForLevel-1Customer CareServices)	Address:		Phone No.& Fax No.  Person to Contact:  Mobile No.:
Corporate Office/Accounting & Finance Head	Address:		Phone No.& Fax No.:  Person to Contact:
Branch Offices within 15 Km radios from Coimbatore railway station	Address:		Phone No.& Fax No.
The firm is registered as		Partnership  Private Limited  Public Limited	
Registered with Govt. Bodies	PAN No.		Service Tax Reg .No.
	TAN No.		VAT/CST Regn.No.
Electronic Portal	Website Address:		Email ID:
Name of the authorized signatory	Name:		Designation:

Details of EMD		
PAN No. of the firm as allocated by the Income Tax Department		
Service Tax Registration Number, if applicable		
List of present clients		Enclose list separately

## DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I 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)

The following documents are to be furnished/ uploaded by the Service Provider along with **Technical Bid** as above:

- i) Signed and Scanned copy of **proof for payment of Earnest Money Deposit**
- ii) Signed and Scanned copy Certificates like PAN No, Service Tax Registration (if applicable), ESI, EPF Registration etc.
- iii) Signed and Scanned Copy of **Tender Acceptance Letter & Letter of authorization to submit bid.**

LIST OF CLIENTS/CUSTOMERS: (Enclosure to Technical bid )

Year	No. of Company Clients	No. of Central Govt Dept./PSU Clients	No. of State Govt Dept./PSU clients
<i>Year</i>	<i>Names of large Company Clients</i>	<i>Names of Central Govt. Clients</i>	<i>Names of State Govt. Clients</i>
2017-18	1. 2. 3.	1. 2. 3.	1. 2. 3.
2016-17	1. 2. 3.	1. 2. 3.	1. 2. 3.
2015-16	1. 2. 3.	1. 2. 3.	1. 2. 3.



**ANNEXURE- IV**  
**PRICE/ FINANCIAL BID DOCUMENT**

From: (Full name and address of the Bidder) \_\_\_\_\_

\_\_\_\_\_

To,

The COMMISSIONER OF GST AND CENTRAL EXCISE (AUDIT)

Coimbatore .

Sir

I submit the comprehensive rate for Annual Maintenance Contract (AMC) of Air Conditioners as under.

Sl.No.	Make	Model	Quantity	Rate per quarter and per annum for AMC of all ACs (not separately given for each ACs)
1	Voltas	8.5T Duct	5 Nos	
2	Voltas	5.5 T Duct	3 Nos	
3	Voltas	2.0 T Split	3 Nos	
4	Voltas	1.5 T Split	2 Nos	

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

3. I offer to work at the rates as indicated in the price Bid exclusive of all applicable taxes. The taxes will be charged extra.

Yours faithfully

Signature of authorized Representative

**Annexure - V**

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

Date:

To,  
The COMMISSIONER OF GST AND CENTRAL EXCISE (AUDIT),  
6/7 A.T.D. Street  
Race Course Road  
Coimbatore 641018.

Sub: Acceptance of Terms & Conditions of Tender.

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

Name of Tender / Work: - AMC for Air Conditioners

Sir,

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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 has 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. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

**Annexure - VI**

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS  
CONTAINED IN THE TENDER DOCUMENT**

To

The Commissioner of GST and Central Excise (Audit),  
6/7, ATD Street, Race Course Road,  
COIMBATORE – 641 018.

Sir,

I have carefully gone through the terms and conditions contained in this tender notice for Comprehensive on- site Annual Maintenance Contract (CAMC) for Air Conditioners installed in the office of the Deputy / Assistant Commissioner of GST and Central Excise, Audit Circle I and II, Coimbatore.

I declare that all the terms and conditions of the tender notice are acceptable to our company. Our company does not impose any terms and conditions of its own in respect of this bid being submitted for AMC.

I further certify that I am an authorized signatory of the company and I am therefore competent to make this declaration.

Signature of the Authorised Signatory