



E-TENDER FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF AIR CONDITIONERS (SPLIT/CASSETTE/ DUCTABLE/CENTRAL) AT JORHAT MEDICAL COLLEGE & HOSPITAL, JORHAT

IFB NO. SMEJ/JMCH/2674/2022/PT-I/2023/5068 Date: 28/11/2023

TWO BID SYSTEMS

Date and Time for Publishing of e-Bid Document	12:00 P.M of 29/11/2023
Date and Time of Spot Survey/Site verifications	10:00 A.M of 30/11/2023 to 12:00 P.M of 07/12/2023
Date and Time of Pre-Bid Meeting	1:00 P.M of 07/12/2023
Date and Time of Start of Bid Submission	12:00 P.M of 08/12/2023
Date and Time of End of Bid Submission	12:00 P.M of 22/12/2023
Date and Time of Opening of E-Technical Bid	1:00 P.M of 22/12/2023
Tentative Date and Time of Opening of E-Price Bid	Shall be communicated only to the technically qualified bidders subsequently

E-Tender document may be downloaded from institute's website www.jorhatmedicalcollege.in (for reference only) and e-portal site: https://assamtenders.gov.in

Jorhat Medical College & Hospital, Jorhat

Kushal Konwar Path, Barbheta, P.O. Jorhat-785001, Assam, India Email: tendercelljmch@gmail.com

www.jorhatmedicalcollege.in

Online tenders are invited on behalf of the Principal cum Chief Superintendent, Jorhat Medical College & Hospital, Jorhat-Assam under Two-Bid System (Technical bid and Financial bid) from Experienced Agencies/Firms/Services Provider for the work "Annual Maintenance Contract (AMC) of Split/Ductable/Central Air Conditioners installed in various location of Jorhat Medical College & Hospital, Jorhat-Assam" as per schedule, specifications and as per the terms and conditions mentioned in this tender document. After successful submission of tender through online bidders must submit the hardcopy of technical bid to the office of the principal cum Chief Superintendent as per schedule. No hardcopy of financial bid shall be submitted alongwith the hardcopy.

Date: 28/11/2023

NOTICE INVITING E-TENDER

Web site url:	www.jorhatmedicalcollege.in (for reference only) and e-portal site: https://assamtenders.gov.in
	Office of the Principal cum Chief Superintendent,
Address:	Circular Building, Administrative Block, Jorhat Medical
Address:	College & Hospital, Swahid Kuswal Kuwar Path, Jail Road, Jorhat-Assam, Pin: 785001
Name of Work	Annual Maintenance Contract (AMC) of Ductable/Central/Split Air Conditioners installed in various location of Jorhat Medical College & Hospital, Jorhat-Assam
Earnest Money	Rs. 15000/-Submit through online mode i.e. State
	Bank Multi Option Payment System (SBMOPS) on
44	https://assamtenders.gov.in
Tender Processing fees	Rs. 200/- Submit through online mode i.e. State
900	Bank Multi Option Payment System (SBMOPS) on
/ T 1 11 1 D 1	https://assamtenders.gov.in
Tender Uploading Date	29/11/2023
Spot Survey/ Site Verification	30/11/2023 to 07/12/2023 upto 12.00 Noon
Pre bid meeting	07/12/2023 at 1.00 P.M
Tender Closing Date & Time	22/12/2023 at 12.00 Noon
Date of Opening of Technical bid	22/12/2023 at 1.00 P.M
Date of Opening of Financial bid	Will be notified later to the qualified bidders.

Jorhat Medical College & Hospital, Jorhat-Assam (India) invites Online bids through e-Tender portal in two bid system for" Annual Maintenance Contract (AMC) of Central/Ductable/Split Air Conditioners installed in various location of Jorhat Medical College & Hospital, Jorhat". You are requested to quote your best and competitive offer.

Registration Process

- 1. Bidders to enroll on the e-Procurement module of the portal <u>eProcurement System Government of Assam (assamtenders.gov.in)</u> is free of charge.
- 2. Bidders to register upon enrolment their valid Digital Signature Certificate issued by any Certifying Authority recognized by CCA Indiawith their profile.
- 3. 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 DSCs to others which may lead to misuse. Foreign bidders are advised to refer "DSC details for Foreign Bidders" for Digital Signature requirements on the portal.

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.

Bid Preparation

- 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.
- 3. 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.
- 4. Bidder, in advance, should get ready the bid documents to be submitted (uploaded) as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

Documents required in technical bid including pre-qualifications:

- Copy of constitution or legal status of the bidder manufacturer / Sole proprietorship / firm /agency etc.
- Up to date copy of Trade License/incorporation certificate (if company)
- Experience of at least 2 (two) nos. similar work or more in last 03 years. Copy of performance report should be enclosed in the technical bid.
- Copy of PAN Card / GST Registration.
- Annual average Turnover certificate from CA should not be less than Rs. 20 lakhs since last three assessment years 2021-22, 2022-23, 2023-24.
- IT return acknowledgement for last three assessment years 2021-22, 2022-23, 2023-24.
- Tender processing fees of Rs. 200/- submit through online
- Earnest Money Deposit: The bidder will be required to deposit the Earnest Money Deposit (EMD) for an amount of Rs. 15000/- through Online portal
- EMD Fee is exempted for MSME / NSIC vendors etc. however Tender processing fee has to be paid by all the vendors as this fee is being charged by the Online Portal service provider directly.
- The bidder must have their registered office/ branch/ service Centre in Assam.
- The Contractor must confirm in writing that the spares parts is available with us as an when required by the JMCH authority.

- 1. Bidder to log into the site well in advance for bid submission so that he/she 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 to digitally sign and **upload** the required bid documents one by one as indicated in the tender document.
- 3. Bidder to select the payment option as Online" to pay the tender fee/ EMD wherever applicable and enter details of the instrument.
- 4. A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.

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.

- 6. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- 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, 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. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

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 e-Portal in general may be directed to the 24x7 e-portal Helpdesk. The contact number for the helpdesk is 1800 1021 417, 0361- 234 7144, 234 7188.

Preparation and Submission of Tender: Documents of technical bid to be uploaded.

- a) Valid Trade License/incorporation certificate (if company)
- b) Copy of constitution or legal status of the bidder manufacturer/Sole proprietorship/service provider for air conditioning services firm of agency to be up loaded.
- c) Experience of at least 2 (two) nos. similar work or more in last 03 years. Copy of performance report should be enclosed in the technical bid.
- d) Copy of PAN Card
- e) Copy of GST Registration.
- f) Annual Turnover certificate from C.A of Rs. 20 Lakhs for last three Assessment 2021-22, 2022-23, 2023-24.
- g) IT return acknowledgement for last three Assessment years 2021-22, 2022-23, 2023-24.
- h) Tender processing Fee of Rs. 200 submit through online mode i.e. State Bank Multi Option Payment System (SBMOPS) on https://assamtenders.gov.in.
- Earnest Money Deposit: The bidder will be required to submit the Earnest Money Deposit(EMD) for an amount of Rs. 15000/- through online mode i.e. State Bank Multi Option Payment System (SBMOPS) on https://assamtenders.gov.in.
- i) The bidder should have their registered office / branch in Assam or nearby of Jorhat.
- k) The bidder must confirm in writing that the goods supplied & installed by them shall be as per specification of goods and in case of any variation, the contract shall be liable to cancel immediately.

Terms and Conditions

- a) The Performance Security of 5% against the total contract value must be deposited by successful bidder within 15 days of award of work in the form of FDR in favour of "JMCH TENDER" payable at Canara Bank, Jorhat Branch from Nationalized/scheduled bank valid up to 15 Months from issue of work order.
- b) The Performance Security @ 5% of work value will be deducted from each bill which will be released after 15 months from date of issue of first work order under contract.
- c) Contract Period: The contract for providing AMC of air conditioning Services initially will be for a period of (1) one year and can be continued / renewed on the basis of performance and mutual understanding with the authority. Other terms and conditions remain same.
- d) Validity of the bids: The bids shall be valid for a period of 365 days from the date of opening of the bids. This has to be so specified by the tenderer in the commercial bid.
 - Warranty / Guarantee: Replacement of compressor/ other items Bidder must ensure trouble free by providing 04 (four) Numbers of dry servicing and 2 (two) Numbers of wet servicing with suitable chemical solution in year besides, above vendor is to attend unlimited breakdown complaint logged through email or mobile within 2-3 hrs.
 - f) **Resolution of complaints:** Complaints shall be resolved completed within 24 hrs from the day of complaint. All the aspects of safe installation shall be the exclusive responsibility of the vendor. If the service providing agency fails to complete the work on or before the stipulated date, then a penalty at the rate of 500 per day of each complaints will be imposed which should be deducted from the bills.
 - g) Penalty: The penalty amount per complaint will be as follow:
 - i. Minor Faults viz. replacement of running capacitors, relays etc.not rectified within 24 hour @ Rs 500/- per day.
 - ii. Major faults viz. repairing / replacement of copper coils, motors, gas filling etc. not rectified within 48 hours @ Rs 1000/- per day.
 - iii. The repairing of compressor, if not done within 72 Hrs. @ Rs. 2000/- per day.
 - iv. Any delay beyond 03 days in rectifying all minor/major faults at S.No. i, ii except repairing of compressor, the equipment will be got repaired from the market and the actual cost of the same shall be recovered from the payable amount of AMC in addition to the penalties as mentioned in i, ii.
 - v. Any delay beyond 05 days in rectifying the faults at S.No. iii (repairing of compressor), the equipment will be got repaired from the market and the actual cost of the same shall be recovered from the payable amount of AMC in addition to the penalties as mentioned in iii.
 - vi. In extreme cases, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted at the discretion of the competent authority in case of failure by the service provider to rectify the complaints within the specified time.
 - vii. Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the service provider.
 - h) Cancellation of Contract: In cases of poor workmanship and non-compliance of tender/agreement or services provided by the contractor are not found to be satisfactory, the contract shall be terminated by the department by giving 10 days notice even before the expiry of contract period and shall be forfeited the security deposit without assigning any reason what so ever.
 - i) **Payment Term:** The pre-receipted paste of ₹ 1 revenue stamp on each bill in triplicate may be send to this office for payment. AMC Charges will be paid at end of every quarter of the AMC period.
 - j) No Payment shall be made in advance nor shall the loan from any or financial institutions be recommended on the basis of the order of award of work. The contractor shall submit the bill monthly. The case of issuing sanction and passing of bill for payment will be initiated on receipt of a prereceipted invoice from the Contractor.
 - k) The above rates must be inclusive of all applicable Taxes, service charges, handling and freight charges etc. & all applicable taxes shall be deducted at source from the past amount of the contractor bill.
 - l) The party shall be deemed to have visited to the site for spot survey, understood the work prior to quoting of rates before pre-bid meeting as per schedule.
 - m) EMD can be released against Performance Security through online.

Note: Quantity of air conditioners can vary.

SCOPE OF WORK

All the complaints received shall be attended to by the firm in following manner: -

- a) Critical faults immediately. (within two hours)
- b) Complaints regarding the non-functioning of air-conditioners are to be attended within 24 hrs 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.
- c) Only original spare parts/quality approved by the Company will be permitted to be used for the maintenance during the AMC Period.
- d) 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, Company 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 JMCH and to rectify the fault in AC under maintenance.
- e) If the AC is required to be transported to the service workshop for repairs, the same shall be undertaken at the risk and cost of the firm a standby air conditioner should be installed during the repair period.
- f) The replacement of components shall be as per manufactures instructions and as per the decision of competent authority, JMCH.
- g) Periodical preventive servicing has to be carried out once in three months for all the Air conditioners covered under AMC. During the quarterly 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, cleaning of filters, washing and checking of gas etc. Two dry servicing and two wet servicing etc.
- high 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.
- i) The tenderer should deploy one full time technician (Skilled) & assistant (Semi- Skilled) at the site during working hours six days a week including holidays. The payment to the technician and assistant engaged by the firm shall be made by the Tenderer as per the existing minimum wage Act (Assam), under Ministry of labour, Govt. of Assam as applicable on the date of commencement of issue of tender. They will report to the concerned in-charge for daily attendance and will take necessary instruction.
- j) Following registers are to be maintained by technicians without fail:
 - Complaint Register: All complaints received with respect to air conditioners under AMC
 are to be recorded with time and date of receipt and as and when complaints are
 addressed should be maintained.
 - Spare Tool and Tackle Register: All the spares and tools and tackles are torecorded in the register. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time.

: DETAILS OF AIR-CONDITIONERS INSTALLED AT VARIOUS LOCATION OF JMCH :

Location	Floor	Company/	Type	No of Ac	Tonnage	Total
		Make/Brand				Tonnage
Blood Bank	1 st Floor	Blue Star	Ductable	3 Nos.	5.5 x3 Ton	16.5 Ton
Radiology (ICU)	Top Floor	Blue Star	Central AC	2 Nos.	48x2 Ton	96 Ton
Radiology (MRI)	Ground Floor	Blue Star	Ductable	3 Nos.	8.5 T, 5.5 T, 3.0 T	17.0 T
PICU (A)	OPD Block	Blue Star	Split	1 No.	1.5 T	1.5 T
PICU (B)	OPD Block	Haier	Cassette	4 Nos.	1.5 T x4 Ton	6.0 T
In born	OPD Block	Blue Star	Split	3 Nos.	1.5 T x 3 Ton	4.5 T
Phototherapy	OPD Block	Blue Star	Split	2 Nos.	1.5 T x 2	3.0 T
Phototherapy	OPD Block	Godrej	Split	2 Nos.	1.5 T x 2	3.0 T
Outborn	OPD Block	Daikin	Split	12 Nos,	1.5 T x 12	18 T
Radiology	OPD Block	LG	Split	4Nos.	2 T x4	8 T
(MRI Room)						
DR Room	OPD Block	Samsung	Split	2 Nos.	1.5 Tx 2	3.0 T
ICU Complex	E- Block	Daikin	Split	7 Nos.	1.5 T x7	10.5 T
ICU Complex	D- Block	Daikin	Split	7 Nos.	1.5 T x7	10.5 T
ICU Complex	C- Block	Daikin	Split	7 Nos.	1.5 T x7	10.5 T
ICU Complex	B- Block	Daikin	Split	7 Nos.	1.5 T x7	10.5 T
ICU Complex	A- Block	Daikin	Split	9 Nos.	1.5 T x9	13.5 T
ITU	OPD Block	Carrier	Split	12 Nos.	2 T x12 Nos.	24T
(NRL Complex)			_			

Technical Bid

Check List of Certificates/ Documents required to be upload with Technical Bid

If these documents are not uploaded and conditions not met, the tender shall besummarily rejected and no further correspondence, in this regard, shall be entertained.

S. No	Description	Technical Compliance (Yes/No)
1	Tender Processing Fees submitted online	
2.	EMD details in submitted online	
3.	GST registration certificate	
4.	Fall clause declaration	
5.	Non-black listing declaration	
6.	Trade License /Incorporation certificate (if company)	
7.	Declaration reg. Proprietorship/partnership/ Pvt. Limited firm	
8.	Experience of at least 2 (two) nos. similar work or more in last 03 years. Copy of performance report should be enclosed in the technical bid.	
9.	Annual Turnover certificate from C.A of Rs. 20 Lakhs for last three Assessment 2021-22, 2022-23, 2023-24.	
10.	IT return acknowledgement for last three Assessment years 2021-22, 2022-23, 2023-24.	
11.	Undertaking for adherence & acceptance to all Tender Terms as annexure - A (No Deviation of Tender Terms)	
12	Declaration for Fall Clause as annexure - B	
13	Undertaking for Blacklisting/ Non- Debarment by organization (Duly Notarized) as annexure - C	
14	The Firm/office/service Centre in Assam (Address proof)	

Financial Bid

(As to be uploaded only in the standard format as BOQ for e-bidding at available in the e-procurement portal i.e: www.assamtenders.gov.in)

Tender No.	SMEJ/JMCH/2674/2022/PT-1	//2023/5068 Date: 28/11	1/2023			
Name of Work	Annual Maintenance Contract for Split/Ductable/Central Air Conditioners installed at various location of Jorhat Medical College & Hospital, Jorhat-Assam					
Sl. No.	Items	Make	Qty	Unit	Basic Rate	Rate inclusive of all taxes and charges
1	1.5 TR split air conditioners.	LG/Godrej/Daikin/S amsung/ Blue Star	59	Nos.		
2	1.5 TR cassette air conditioners.	Haier	4	Nos.		
3	2.0 TR split airconditioners.	Carrier/Blue Star/Samsung/LG	16	Nos.		
4	5.5 TR ductable air conditioners	Blue Star	4	Nos.		
5	8.5 TR ductable air conditioners	Blue Star	1	Nos.		
7	3.0 TR ductable air conditioners	Blue Star	1	Nos.		
8	48 TR central air conditioners	Blue Star	2	Nos.		
	Annual value Fixed A	mount (Total Value Rs	s) Infigur	·e		

N.B: No hardcopy of Financial Bid shall be submitted alongwith the tender.

AUTHORIZATIONLETTER

/e(name of the bidder) hereby authorize Shri / Smt(name of the bidder)	e of the
uthorized person) to sign and submit the bid to JMCH-Jorhat (Assam) against their tender No.	
MEJ/ JMCH/ 2674/2022/PT-I/2023/5068 Date: 28/11/2023.	
hri / Smt(name) is also authorized to negotiate the terms and contentaining to the said tender on behalf of M/s(name of bidder). The signature of Shri / Smt(name) is appended below.	
pecimen Signature: fame:	
he undersigned is authorized to delegate the authority on behalf of M/sname of bidder), as stipulated above.	
or	
name of bidder)	

TENDER ACCEPTANCE LETTER

Annexure - A

(To be submitted on Company Letter Head).

Date

The Principal cum Chief Superintendent, Jorhat Medical College & Hospital, Jorhat-Assam (India), Pin: 785001

SUB: Acceptance of Terms & Conditions of Tender.

Tender Reference No: SMEJ/JMCH/2674/2022/PT-I/2023/5068 Date: 28/11/2023

Name of Tender / Work: Annual Maintenance Contract (AMC) of Air Conditioners installed in

various location of Jorhat Medical College & Hospital, Jorhat - Assam

Dear Sir,

I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: www.jorhatmedicalcollege.in, https://assamtenders.gov.in/ as per your NIT/advertisement, given in the abovementioned website(s).



- I / We hereby certify that I / We have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedules(s), etc.), which form part of the contract agreement and I/We shall abide hereby by the terms / conditions/ clausescontained therein.
- 3. The corrigendum(s) issued from time to time by your department / organization 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 our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bidder terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the fully said earnest money deposit absolutely.

Yours Faithfully, Authorized Signatory. (Signature of the Bidder, with Official Seal)

Fall Clause Declaration

Annexure - B

Ref: File No	Date:	//2023
Name of Work: Annual Maintenance Contract (AMC) of Air Conditioners in of Jorhat Medical College & Hospital, Jorhat	stalled in	various location
This is to certify that we have offered the maximum possible discount to you i Nodated :	n our Qu	otation
The prices charged for the above works should under no event be higher than party sells the items of identical description to any other Govt. organi bodies/Pvt. Organizations during the period of contract failing which the 'applicable.	zation/PS	SU's/Autonomous
In case, if the price charged by our firm is more, JMCH authority will have excess charged amount from the subsequent/unpaid bill of the supplier.	e the rig	ght to recover the
Seal and Signature of the Bidder		
Note: This letter of authority should be on the letterhead of the quoting firm person competent and having the power of attorney to bind the same.	and shou	ıld be signed by a

NON-BLACK LISTING DECLARATION

Annexure - C

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY/FIRM LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION (DULY NOTARIZED)

UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

	To,
	The Principal cum Chief Superintendent, Jorhat Medical College & Hospital,
	Swahid Kuswal Kuwar Path,
	Jail Road, Jorhat-Assam (India), Pin - 785001
	We hereby confirm and declare that we, M/s, is not blacklisted/
	De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.
Medica,	of the state of th
मत्यमेक जयते	
proposage	
	Authorized Signatory
	Date: