



**भारत सरकार / GOVERNMENT OF INDIA**  
**पोत परिवहन मंत्रालय / MINISTRY OF SHIPPING**  
**समुद्री वाणिज्य विभाग / MERCANTILE MARINE DEPARTMENT**  
**कोलकाता जिला / Kolkata District**

पत्रांक/No.REGN/AQ-2/96 V-II

दिनांक/Date: 19.08.2020

**“Invitation of quotation for Comprehensive Annual Maintenance Contract for 102 ACs and 04 nos. Water Coolers.”**

Sealed bids are invited for Comprehensive Annual Maintenance Contract 102 ACs and 04 nos. water cooler as per attached list in annexure ‘A’ on behalf of The Principal Officer, Mercantile Marine Department, and Kolkata. The contract will be initially for a period of 12 months which can be extended upto a further period of 1 year at the same terms and conditions upon satisfactory services at the discretion of this department. The quotations must be delivered along with all required documents in the office on or before 19.09.2020 at 17.00 hrs. The envelope containing the quotation would please be sealed and super scribed as under:-

**“Quotation for Comprehensive Annual Maintenance Contract of 102 ACs and 04 nos. Water Coolers”**

**Scope of work:-**

The quoted Price will comprise the Comprehensive Maintenance of ACs and Water Cooler and including the remuneration of one nos. full time service technician to be deputed at MMD, Kolkata.

Important Dates:

Publishing Date	19 <sup>th</sup> August 2020, 1700 hrs
Seek Clarification Start Date	19 <sup>th</sup> August 2020, 1700 hrs
Seek Clarification End Date	19 <sup>th</sup> September 2020, 1700 hrs
Bid Submission Start Date	19 <sup>th</sup> August 2020, 1700 hrs
Bid Submission End Date	19 <sup>th</sup> September 2020, 1700 hrs

The bid shall not be accepted after prescribed deadline under any circumstances whatsoever.

Terms and Condition:

1. The firm/agency may satisfy the following conditions and attach self-attested copy of the same with the quotation:-
  - i. Firm shall be registered with the Government of West Bengal/Central Government.
  - ii. The firm shall have valid PAN Number.
  - iii. The firm shall have valid GST certificate
  - iv. Tax clearance certificate
  - v. Proof of their service rendered in Govt. /Semi Govt. offices of similar scale.
  - vi. The Service Provider has its own registered office in Howrah/ Kolkata/North 24 Pargana/South 24 Pargana District in West Bengal.
  - vii. Bidder should have experience of having successfully completed similar works (Please submit copy of Purchase Order and completion Certificate from the Client.)
  - viii. The Bidder firm should not be defaulted/black listed/banned by any Government/PSU/Department of India (An undertaking from the bidder firm letter head stating that the firm has not been blacklisted by any Central Government Department/Ministry/PSU/Bank, or State Government etc. must be attached with the bid documents.)
  - ix. Tender Acceptance letter (To be given on company letter head)
  - x. A names, address, contact number of the proprietor/partners/ shareholders of the bidding concern.
  - xi. Letter of authority for signing and negotiation of tender (as the case may be)
2. The Annual Maintenance Contract (AMC) will be comprehensive and no extra payment will be made for consumption of consumables/spare parts used during repairs and maintenance, gas recharging, filter cleaning/changing etc. If any new OEM spares the compressor, PCB is used that will be paid extra. Installation of new/old ACs (if required) will be paid extra.
3. The Firms shall have its own qualified AC mechanics and the work should not be given to any other sub-contractor in any case.
4. The firm will have to depute a service technician on every working day (9.30 AM-06.00 PM). For heavy jobs requiring additional manpower, the company will depute extra helper as and when required at no additional cost.
5. The quoted price/rate should be total price for maintenance of 102 ACs and 04 nos. water coolers and exclusive of all applicable taxes. The AMC quoted rate must be comprehensive in nature which will cover all parts of the machine including the stabilizer connected to the AC unit and remuneration of 01 nos. service technician
6. Even if no call is made by the office, the firm is required to undertake preventive maintenance by checking all the Air Conditioners at least once every month and servicing every three months and confirm that the systems are in the best of the working conditions. A record of such preventive maintenance carried out should be submitted on each occasion before the authorized officer.
7. The Annual Maintenance Contract (AMC) includes routine, preventive and corrective maintenance of the system.
8. However, new AC packages purchased from time to time after expiry of warranty period shall also be taken up for maintenance on the same terms & conditions during the AMC period.
9. Merely submission of Quotation does not entitle the firm to forward its claim for awarding the AMC even if it has quoted the lowest rates. The AMC will be awarded to the eligible firm only after all the formalities as per the terms and conditions are complied with and valid documents are produced to the satisfaction of this office

  
1.4.20



10. The firms must have a similar experience of successfully undertaking the AMC of Air Conditioners in a Government Organization/Semi – Government Organization/PWUs. List of such Clients and Quantum of AMC handled must invariably be enclosed with the bid.
11. All quotations in the prescribed format should be submitted before the time and date fixed for its receipt i.e., by 05:00 PM of 19.09.2020. Offer received after the scheduled date and time are liable to be rejected.
12. To check the basic features and carry out necessary repairs and adjustment to the system for proper functioning of the equipment.
13. In case of payment related dispute the decision of MMD, Kolkata will be final.
14. After completion of the work the agency shall clean the site and remove the debris (that is associated to the work) from the site.
15. The selected firm has to sign a separate AMC agreement on Rs. 100 non-judicial stamp paper with this office and shall be binding upon the every clauses of agreement. AMC will be for a period of one year commencing from the date of the agreement comes into force. This can be cancelled unilaterally at the discretion of this office whenever the service is not found to be satisfactory or up to the mark.
16. As it is comprehensive AMC therefore it covers all labour charges, required spares, wear & tear of components.
17. Performance Security Deposit:- The successful bidder will have to submit an interest free performance security deposit of an amount equivalent to 10% of contracted work in the form of Bank Guarantee valid for a period of fourteen months from the award of contract to this department and same will be refundable after completion of contract period.
18. Becoming L1 will not be criteria for awarding of service order unless the rates are reasonable & justified.
19. No advance payment will be made.
20. The successful bidder will have to enter into agreement with MMD on a non-judicial stamp paper of Rs. 100/-
21. The security money shall liable to be forfeited or appropriated in the event of unsatisfactorily performance of the contractor or loss/damage or in the event of breach of the agreement by the contractor.
22. Any work, preventive as well as breakdown, shall be attended to within 30 minutes over a telephonic complaint being logged by the officer's and staff members. The mechanics would attend such complaint within 30 minutes of the complaint, failing which proportionate 100/- per day charges would be deducted/recovered from the bill. Any resulting breakdown or downtime attributable to the lack of proper maintenance would be viewed seriously and proportionate charges would be recovered.
23. The spare parts used by the company should be OEM purchased.
24. The contract shall be terminated at any time. In case, the service found not satisfactorily.
25. The contract may be renewed for another year on same terms and conditions if performance is found to be satisfactory.
26. The payment will be made on quarterly basis only on satisfactory performance of the work. No interest would be payable on account of delayed payment.
27. Last date for submitted the quotations is 19<sup>th</sup> September, 2020 at 1700 hrs. No quotation will be entertained after the closing date and time. No quotation will be accepted by fax/mail.
28. In case of breach of any terms and condition attached to this contract, the performance security deposit of the agency will be liable to be forfeited by the department.

29. Payment will be made on quarterly basis on completion of satisfactory service.
30. Quotation may be dropped in the tender box placed in office.
31. Incomplete tenders/Late tenders will not be considered at all.
32. The contract shall be terminated by the office of Mercantile Marine Department, Kolkata at any time, in case, the services are not found satisfactory. In case the contractor wants to terminate the contract then he has to give at least 2 months notice period for the same otherwise the Performance security deposit will be forfeited.
33. In case of any violation of the terms and conditions the contract will be terminated at any time.
34. MMD, Kolkata reserves the right to reject any quotation or part or the whole of inviting quotation process without assigning any reason. Decision of the MMD, Kolkata will be final in this regard.
35. The envelope containing inner envelopes should be addressed as below and not to any individual by name. The address will be:

**The Principal Officer  
Mercantile Marine Department  
Marine House, Napier Road,  
Hastings, Kolkata-700022**



Aniruddha Chaki  
E&SS-cum-DDG (Tech)  
Mercantile Marine Department  
Kolkata District.





Annexure -ADescription of Air Conditioners Installed in Marine House

Location	Make	No. of AC	Type of AC
Room no. -1	LLOYED	1	1.5 Ton
Room no. 1	Carrier	2	Windows 2 Ton
Room no.2	Blue star	2	2 Ton
Room no. 3	Blue Star	1	2 Ton
Room no.4	LG	2	2 Ton
Room no. 5	LG	2	2 Ton
Room No. 6	LG	2	2 Ton
Room No. 7	LG	2	2 Ton
Room No. 8	LG	2	2 Ton
Room No. 9	LG	2	2 Ton
Room No. 10	Voltas	1	1.5 Ton
Room No. 11	LG	1	2 Ton
Room No. 12	Blue Star	3	2 Ton
Room No. 13	LG	1	2 Ton
Room No. 14	LLOYED	1	1.5 Ton
Room No. 15	LLOYED	2	1.5 Ton
Room No. 16	LLOYED	2	1.5 Ton
Room No. 17	Voltas	2	2 Ton
Room No. 13	Blue Star	1	2 Ton
Room No. 18	LLOYED	2	2 Ton
Waiting Room	LG	2	2 Ton
Room No. 19	Blue Star	2	2 Ton
New guest House	Blue Star	4	2 Ton
New Exam Hall	Voltas	6	2 Ton
New Exam Hall	LG	12	2 Ton
Old Exam Hall	LG	9	2 Ton

Facilitation Center	Voltas	2	2 Ton
Facilitation Center	LG	4	2 Ton
Facilitation Center	Videocon	4	2 Ton
Waiting Hall	Lloyed	2	1.5 Ton
Auditorium	Lloyed	4	1.5 Ton
Server Room	Voltas	1	2 Ton
Server Room	Lloyed	1	2Ton
S.M. Room	LG	1	2 Ton
Room No. 2A	Voltas	1	2 Ton
ASM Room	Lloyed	1	1.5 Ton
Administration Section (GSO)	Bluestar	1	2 Ton
Room No. 26	Lloyed	2	1.5 Ton
Registration Section	LG	1	1.5 Ton
Registration Section	Voltas	1	1.5 Ton
Room No.-17(GSO)	LG	2	2 Ton
Room No. 16 (GSO)	Voltas	1	2 Ton
Room No. 06 (GSO)	Blue Star	1	2 Ton
Board Room	Blue Star	2	2 Ton
Computer Room	Carrier	1	Windows (2 Ton)
	Total No. of ACs	102	

Description of Water Coolers installed in Marine House:-

<u>Location</u>	<u>Company</u>	<u>No.</u>
Corridor( beside Lift)	Sriram (USHA)	01 nos.
Beside Waiting Hall	Sriram (USHA)	01 nos.
New Exam Hall	Sriram (USHA)	01 nos.
Old Exam Hall	Sriram (USHA)	01 nos.

<u>Total Number of ACs.</u>	<u>02 Ton-</u>	<u>81 nos.</u>
	<u>1.5 Ton-</u>	<u>18 nos.</u>
	<u>Windows:-</u>	<u>3 nos</u>
	<u>Water Coolers:-</u>	<u>04 nos.</u>

**Performa of Tender Acceptance Letter (To be given on Company letter head)**

Date:

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub: Acceptance of Terms & Conditions of Tender.

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

Name of Tender / Work: -

\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

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).

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.

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

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

In case any provisions of this tender are found violated , then your department/ organization 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)



## EXPERIENCE QUESTIONNAIRE

(To be furnished with Tender Form)

The bidder has completed the following similar works in the last 3 Financial Years:

Name of the work	Services provided to (with Address & Tel No.)	Total Value of work	Period of contract

Note: Please attach the copy of work orders.

For more details, separate sheet can be used.

Signature of bidder:

Name & Address of bidder:

Official Seal/Rubber stamp