

F. No. D-21014/16/2013-General
Government of India
Office of the Directorate General of Civil Aviation
Opposite Safdarjung Airport, New Delhi - 110003

“TENDER NOTICE”

**FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR
AIR-CONDITIONERS / WATER COOLERS INSTALLED AT DGCA (H.Q.) AND CEO,
RK PURAM, NEW DELHI**

Tender published dated	03.03.2016 (06:00 PM)
Bid document download start date	03.03.2016 (06:00 PM)
Bid submission start date	04.03.2016 (10:00 AM)
Bid submission end date	28.03.2016 (03:00 PM)
Bids technical / financial opening date	29.03.2016 (03:00 PM)

Note:-The quotation should be addressed to **Deputy Director, (Administration), Room No. A020, Administrative Block, office of the Directorate General of Civil Aviation, Opposite Safdarjung Airport, New Delhi - 110003** and will be received up to 28.03.2016 (3.00 P.M.) at the Reception, office of the Directorate General of Civil Aviation, Opposite Safdarjung Airport, New Delhi- 110003 by post or by personnel.

F. No. D-21014/16/2013-General

Government of India
Office of the Directorate General of Civil Aviation
Opposite Safdarjung Airport, New Delhi - 110003

Dated 02.03.2016

TENDER NOTICE

Subject: Quotation for awarding of contract for comprehensive annual maintenance contract for air-conditioners and water coolers installed at DGCA (H.Q.) and CEO, R.K. Puram, New Delhi.

Off-line quotations in sealed cover are invited on behalf of the President of India, under one cover system from reputed, experienced and financially sound companies / firms / agencies for comprehensive annual maintenance contract of air-conditioners and water coolers installed at various locations in DGCA (HQ) and CEO, R.K. Puram, New Delhi. **(Annexure 'A')**

The tender documents can be downloaded from the DGCA website <http://www.dgca.nic.in>

The Directorate General of Civil Aviation reserves the right to amend or withdraw any of the terms and conditions contained in the **Tender Notice** or to reject any or all tenders without giving any notice or assigning any reason. The decision of the DGCA (HQ) in this regard shall be final and binding on all.

Deputy Director, (Administration)
Office of the Directorate General of Civil Aviation.

SCOPE OF WORK / ELIGIBILITY / TERMS AND CONDITIONS OF THE TENDER

1. The Directorate General of Civil Aviation, (DGCA) situated at Ground Floor, Opp. Safdarjang Airport, New Delhi – 110003 requires reputed, well established and financially sound companies / firms / agencies to supply their services of comprehensive annual maintenance contract for air-conditioners and water coolers installed at various locations in DGCA (HQ) and CEO, R.K. Puram, New Delhi.
2. The rates may be quoted item wise for each. The firm will provide all spare for these items during the contract period and no extra payment will be made for change / replacement of any parts including Compressor / Condenser / Wire / Coil / Pipe / Motor / Switch / Top / Gas refilling / installing and uninstalling and breakdown of ACs etc. It shall be responsibility of the firm to maintain all the items in good working order and take prompt action to rectify them. The firm shall provide standby items till it is got repaired by the firm in case of any delay and no extra payment in this regard will be made on part of the DGCA.
3. Due to administrative or maintenance reasons, if the AC's needs to be uninstalled and reinstalled at another location, which required refilling of gas, making of wooden frame, provision of power points etc. the payment will be made as per the prevailing competitive market rate after the necessary approvals.
4. The items as mentioned in annexure 'A' can be checked on any working day at installed locations, before quoting the rates for CAMC by the tenderers.
5. The contract will be initially for a period of one year from the date of taking up of providing their services. The contract for comprehensive annual maintenance contract can be considered for renewal further period maximum of one year subject to satisfactory performance of the firm in the matter as per the same terms and conditions. The contract may be curtailed / terminated at any stage without giving any notice or assigning any reason or as per the requirement of DGCA. For such termination, one-week notice will be given to the selected service provider.
6. Selected company / firm / agency will provide skilled / technically qualified engineer and essentially well trained in servicing of air-conditioners and water coolers as per the DGCA requirement.
7. However, the number of air-conditioners / water coolers may be increase or decrease as per the requirement of DGCA at any time during the currency of the contract for which services will be provided by the selected company / firm / agency.

8. The various crucial dates related to **“Tender for comprehensive annual maintenance contract for Air-conditioners and water coolers installed at DGCA (HQ) and CEO, RK Puram, New Delhi”** are given on the first cover page of this tender.
9. The Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees twenty thousand) will be refundable (without interest) should be in the form of Demand Draft / Banker’s Cheque drawn in favour **“PAO, DGCA, Ministry of Civil Aviation”** payable at New Delhi, failing which the tender shall be rejected summarily.
10. The successful bidder will have to deposit a **“Performance Security Deposit”** of Rs. 50,000/- (Rupees fifty thousand only), or 10% of the contract amount, whichever is lower in favour of **“PAO, DGCA, Ministry of Civil Aviation”** payable at New Delhi and may be paid in any of the following forms:-

“Crossed Demand Draft / Pay Order / Fixed deposit receipts / Performance Guarantee Bond by any Nationalized Bank or Scheduled commercial Bank. If the performance Guarantee Bond is issued by a scheduled commercial bank (non-nationalized), the it should be dully counter-signed by the Reserve Bank of India / State Bank of India, New Delhi”. The charges for such counter-signing shall be borne by the successful bidder.
11. The performance security deposit shall remain valid upto a period of 60 days beyond the completion of all contractual obligations. In case the contract is further extended beyond the initial period, the Demand Draft / Pay Order / fixed deposit receipts / performance guarantee bond will have to be accordingly extended / renewed by the successful tender covering the period of contract.
12. The companies / firms / agencies are required to submit the photocopies / original copy of the following documents / certificates along the application, failing with their bids shall be summarily / out-rightly rejected and will not be considered any further:-
 - (a) Application on company’s letter head
 - (b) Copy of registration certificate
 - (c) Copy of PAN / GIR card
 - (d) Copy of service tax registration certificate
 - (e) Copy of the similar work experience
 - (f) Original copy of EMD of Rs. 20,000/-
13. Conditional bids shall not be considered and will be out-rightly rejected.
14. The bids shall be opened on the scheduled date, time and venue as prescribed above in the presence of the representative of the companies / firms / agencies, if any who are present on the spot at that time. Only the bids fulfilling the conditions as laid down herein will be evaluated for selection.

15. The competent authority appointed by the DGCA reserves the right to annul any or all bids without assigning any reason.
16. The bidding company / firm / agency should fulfill the following specifications.
 - (a) The registered office of one of the Branch offices of the company / firm / agency should be located in Delhi / New Delhi / NCR Region.
 - (b) The company / firm / agency should be registered with the appropriate registration authority.
 - (c) The company / firm / agency should have at least three to five years of work experience having similar work in servicing of air-conditioners / water coolers in public sector companies / Bank or Government organizations, etc.
 - (d) The company / firm / agency should have own bank account.
 - (e) The company / firm / agency should be registered with income tax and service tax authorities.
17. The contracting company / firm / agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of the DGCA.
18. In case, the person employed by the successful company / firm / agency commits any act omission / commission that amounts to misconduct / indiscipline / incompetence, the successful company / firm / agency will be liable to take appropriate disciplinary action against such persons, including their removal from the site of work required by the DGCA.
19. The company / firm / agency will replace immediately any of its personnel who is found unacceptable to this DGCA because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving a notice from the DGCA.
20. The company / firm / agency will depute a coordinator who will be responsible for immediate interaction with the DGCA.
21. Complaints received in the first half of the day should be attended the same day and complaints received in the second half should be attended next working day, failing which a penalty @ Rs.500 per day/complaints will be imposed.
22. It will be the responsibility of the service providing agencies to meet the transportation, food, medical or any other requirement in respect of the service engineer deployed by it (Agency). DGCA will have no liability in this regard.
23. The DGCA will not be responsible for any damages, losses, claims, financial or other injury to any service engineer / person deployed by service providing agency in the course of their performing the functions / duties.
24. The tax deduction at sources (TDS) shall be deducted as per the provisions of the Income Tax Bureau, as amended from time.

25. The EMD in respect of the agencies which do not qualify shall be returned to them without any interest. However, the EMD in respect of the successful tenderer can be adjusted towards the Performance Security. Further, if agency fails to send their service engineer against the requirement within the stipulated time period from the date of placing the order the EMD shall stand forfeited without giving any further notice.
26. The payments shall be made on quarterly basis. The agency shall raise the bills, in triplicate in respect to the comprehensive annual maintenance contract for air-conditioners and water coolers installed at DGCA and CEO, RK Puram, New Delhi.
27. Tenders have to be submitted duly filled in and signed by authorized person in ink pen or ball pen. Tenders written in pencil or erased/over-written will not be considered.
28. The bidders shall not be at liberty to offer his her terms and conditions with regard to the tendered work that means the bidder cannot deviate from the terms and conditions given herein. Otherwise, the tenders are liable to be summarily rejected.
29. The vendors should have not been blacklisted by any organization / Govt. Department. An affidavit in this respect required to be given by the tenderer.
30. The firm shall take prior permission from the undersigned/ Section Officer, General Section for taking the machines out of the office premises for repairs and replacement of worn out parts with original one. No extra charges will be paid for doing the work outside of office premises. In such cases the transport and labour charges will be borne by the contractor.
31. Monthly servicing (including cleaning of Water Coolers) of these items or as and when asked for in emergent cases be got done by the experienced service engineer.
32. **Financial bid:-** The bidder shall give the total composite price and the price needs to be individually indicated against each item. The unit price quoted by the bidder shall be in sufficient detail to enable the DGCA to arrive at the price offered for each item. Discount, if any, offered by the bidders shall not be considered unless they are specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offers, suitably while quoting and shall quote clearly net price taking all such factors like Discount, free supply, etc into account. The price approved by the DGCA for award of AMC will be inclusive of all levies and taxes.

33. An agreement (2 copies) with the terms and conditions as laid down in this tender notice will be made on the non-judicial stamp paper worth Rs. 10/- to get the signed by the authorized signatory of the successful firm and authorized representative of DGCA to accept the terms and conditions.
34. Quotation for Technical Bids / Financial bids will be opened on 29.03.2016 **at 3.00 PM** by tender opening committee which may be attended by the bidders.
35. The decision of the tender Committee will be final.

Deputy Director (Administration)
Office of the Directorate General of Civil Aviation.

ANNEXURE 'A'

Schedule of quantity

S. No.	Type	Quantity	Rate	Amount
1	Split Type Air-Conditioners			
1.1	1.5 TON	81		
1.2	2 TON	60		
1.3	5 TON	2		
2	Cassete Type Air-Conditioners			
2.1	1.5 TON	4		
2.2	2 TON	2		
3	Window Type ACs			
3.1	1.5 TON	56		
4	Water Coolers			
4.1	180 Ltr.	1		
4.2	150 Ltr.	7		
4.3	110 Ltr.	1		
4.4	120 Ltr.	2		
4.5	80 Ltr.	1		
4.6	40 Ltr.	1		
Total Amount Rs.				

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