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GOVERNMENT OF INDIA MINISTRY OF FINANCE  
DEPARTMENT OF REVENUE  
NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES AND NARCOTICS (NACIN)  
1<sup>st</sup> to 3<sup>rd</sup> Floors, Plot No: 3/86-E, ATC Street, Ambattur Industrial Estate,  
(Near AMBIT IT Park), CHENNAI-600058.

C.No.VI/04/05/2017

22.12.2017

### NOTICE INVITING 'E'-TENDER FOR AMC OF AIR-CONDITIONER UNITS

On behalf of the President of India, the office of the Principal Additional Director General, the National Academy of Customs, Indirect Taxes and Narcotics (NACIN), Chennai invites E-tenders for both **Comprehensive & Non-comprehensive Annual Maintenance Contract (AMC) of Air-Conditioning Units** (Split, Ductable and Cassette types) installed in the Office premises of this Academy situated at the above said address. The AMC is for the **period from 01.02.2018 to 31.01.2019.**

The Tender document containing two parts viz., **(i) Technical Bid (Annexure - I) and (ii) Financial Bid (Annexure - II)** together with the pre-qualification requirement, terms & conditions and scope of work and other conditions can be downloaded from Central Public Procurement Portal(CPPP).

Tender document can also be downloaded from the web sites: [www.nacen.gov.in](http://www.nacen.gov.in), [www.centralexcisechennai.gov.in](http://www.centralexcisechennai.gov.in) & [www.cbec.gov.in](http://www.cbec.gov.in).

The Service provider may inspect the aforesaid premises on any working day between 1100 Hours and 1700 Hours with the prior permission from the undersigned before submitting their E' tender / bid documents.

The e-tender / bid documents for 'Technical Bid' in the Proforma prescribed in Annexure-I and the Tender form for the 'Financial Bid' in the Proforma prescribed in Annexure-II shall be complete in all aspects and is to be uploaded online in the Govt of India, Central Public Procurement Portal (e- procurement) website. The E-tender / bid should be uploaded **online on or before 06.00 p.m. on 06.01.2018.** The Technical bid will be **opened on 8.01.2018 at 11.00 a.m.**

The tenderer shall sign and stamp each page of the tender document as a token of having read and understood the terms and conditions contained therein and upload the same along with the Technical bid and necessary documents of proof as required. Prices wherever quoted should be written both in figures and words.

Service providers who do not fulfil pre-qualification requirements will not be considered. Financial bids of only those service providers will be opened, who fulfil the terms and conditions as mentioned and qualify in technical bid. This Academy reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.



**(VENUGOPALAN NAIR)**  
**ASSISTANT DIRECTOR**

Encl: Copy of Tender Document

To

1. The Web Master, [www.nacen.gov.in](http://www.nacen.gov.in), [www.cbec.gov.in](http://www.cbec.gov.in) and [www.centralexcisechennai.gov.in](http://www.centralexcisechennai.gov.in)
2. The Public Relation Officer, Chennai-I / Chennai - II / Chennai-III / Chennai-IV / SERVICE TAX / Directorate of Systems / LTU / Custom House, Chennai to display in the Notice Board.
3. The Superintendent of Central Excise (Systems), Nungambakkam High Road, Chennai - I Commissionerate - with a request to publish it on Website.

**TECHNICAL BID DOCUMENT: ANNEXURE – I**

1. Name of the Party :
2. Address :  
(with Tel No., Fax No.)
3. Name & Address of the Proprietor / Partners / Directors :  
(with Mobile No. & E-mail)
4. Contact Person(s) :  
(with Mobile No. & E-mail)
5. No. of years of experience in Service / Maintenance of Air-Conditioner Units :
6. Permanent Account Number (PAN) :
7. Evidence for Gross Contractual Receipts of Rs.10 lakhs and above in the Financial Year 2016-17 :
8. List of Clients :
9. Documentary evidence for GST Registration :
10. Documentary evidence for Employees Provident Fund Registration :
11. Documentary evidence for Employees State Insurance Registration :

**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)

## FINANCIAL BID DOCUMENT ANNEXURE – II

1	Name of the Party	
2	Address (with Tel No., Fax No.)	
3	Name & Address of the Proprietor / Partners / Directors (with Mobile No. & E-mail)	
4	Contact Person(s) (with Mobile No.& E-mail)	
5	Annual Maintenance Contract (AMC) charges (Rates in Rupees per annum) (exclusive of taxes)	

### **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)

## **I. TENDER PROCESS:**

1. E-tender is invited for the AMC of Air-Conditioner Units fitted in NACIN office and is in two parts i.e. (1) Technical bid and (2) Financial bid. The tender form for Technical bid in proforma prescribed in ANNEXURE - I and the tender form for the Financial bid in proforma prescribed in ANNEXURE - II, complete in all respects shall be uploaded in Central Public Procurement Portal(CPPP) by 06.00 P.M. on 06.01.2018. Late uploading of tenders shall not be accepted. Technical Bids will be opened on 08.01.2018 at 11.00 A.M. Incomplete bid documents shall be rejected. The valid Technical bids shall be scrutinized by the Academy to short list the eligible bidders. The financial bids of the short listed eligible bidders only will be opened at 3.30 PM on 08.01.2018.
2. The tenderer shall sign and stamp (1) each page of this tender document as a token of having read and understood the terms and conditions contained therein and (2) all other enclosures appended to it and upload the same along with the technical bid.
3. The tenderer would fill up the information in the ANNEXURE I & II enclosed at the end of this document in clear and legible terms. Wherever required the prices quoted shall be written in figures and words as well. ANNEXURES shall also have to be signed and stamped by the bidder or its authorized signatory before uploading.
4. The e- tender bids shall be rejected if it is not complete in any respect.

## **II. TERMS & CONDITIONS:**

1. The Annual Maintenance Contract is for the period for the period from 01.02.2018 to 31.01.2019.
2. The service provider shall be based within ten kms radius from this Academy.
3. The service provider shall provide direct service and shall not employ Sub-Contractors.
4. Bidder should have a minimum of five years of experience in the service / maintenance of Air-Conditioners (Split, Cassette and Duct able types) to various Government Departments / reputed organizations.
5. The bidder must have obtained the following:
  - Permanent Account Number (PAN) under Income Tax Act, 1961.
  - Registration under Goods & Service Tax
  - Registration under Employees Provident Fund and
  - Registration under Employees State Insurance
6. Evidence, if any, for filing of returns shall be enclosed along with the technical bid.
7. The bidder must have gross contractual receipts of Rs.10 Lakhs and above during the Financial Year 2016-17 (Assessment Year 2017-18).
8. A list of clients shall be enclosed along with the technical bid.

9. There shall be two types of Maintenance Service to be carried out by the Service Provider viz. (i) Preventive Maintenance Service (PMS) and (ii) Break-down Service (BDS).

**Preventive Maintenance Service (PMS):**

Every machine shall be serviced at least once every quarter. A record of such service, duly acknowledged by the person in charge shall be maintained. Quarterly Preventive Maintenance shall include the following:

- Checking, connections at the main plug
- Cleaning of blower and condenser fan
- Cleaning of air filter
- Cleaning the evaporator and condenser coils
- Cleaning the equipment
- Checking and tightening of nuts & bolts
- Oiling the motor
- Checking cooling efficiency
- Overhauling of the A/c, with chemical washing process.

However, the air filter of the Air-Conditioning Units shall be cleaned every month of the quarter.

**Break-down service (BDS) :**

Breakdown calls shall be attended to immediately / swiftly and a record of such service, duly acknowledged by the person in charge shall be maintained. Breakdown service will include replacement of genuine spares & Compressor.

- This Annual Maintenance Contract shall be a Comprehensive/ Non Comprehensive contract for all types of air-conditioners installed at NACEN Office.
- The details of Air-conditioning units installed are given below

Sl No	Type of Air Conditioners	Quantity
1	1.5 TR- SPLIT AC	13 NOS
2	2.0 TR -CASSETTE AC	7 NOS
3	4.5 TR -VERTICOOOL AC	2 NOS
4	3.0 TR -CASSETTE AC	2 NOS
5	3.0 TR -D.SPLIT AC	1 NO
6	8.0 TR -D.SPLIT AC	3 NOS
7	11.0 TR -D.SPLIT AC	4 NOS
	TOTAL	32 NOS

- All break-down calls shall be attended to immediately and on the same day. Breakdown calls that could not be attended to on the same day for exceptional reasons shall be attended to on the next day without fail.
- Units taken out of the office premises for service at your workshop shall be returned at the earliest and in any case, within a week's time. Non-attendance of complaints of this nature beyond a week would entail deduction of penalty of Rs.100/- per day/Unit till the complaint is attended to.

- Only ISI marked parts for repairs/replacements shall be used. Old parts, which are replaced, must be deposited with NACEN under proper documents and the new parts should be shown before replacement. Using of non-ISI marked part will attract penalty, which may go up to double the cost of the parts.
- Whenever AC Unit is disposed of by this Academy or is otherwise taken out of use, the payment of AMC Charges will be restricted, in respect of those AC Units till they remained in use.
- Transportation of Air-Conditioner Units from the office buildings to the service provider's workshop and from the service provider's workshop to the office buildings will be at the cost of the service provider.

**OTHER CONDITIONS:**

- Quarterly Bills, duly supported by user certificate to the effect that all the machines have been serviced and are working in good condition, shall be submitted to the undersigned along with the Service Report acknowledgements (both 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 quarter.
- Under no circumstances, any increase in the agreed amount shall be considered at all during the currency of the AMC period.
- Payment for service of an air-conditioner in a quarter shall be made only once either under "Preventative Maintenance" or under "Break-down Maintenance".
- The notice period for termination of contract shall be one month by either party. However, the service provider shall continue the service on the same terms until a new service provider is in place.
- The selected service provider shall execute Maintenance Contract in the Form prescribed by this Office. Once selected, the service provider shall, at the end of the service period/termination of contract hand over the Air-conditioner units in working condition to the successor service provider.
- The payment for the last quarter 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 and after receipt of taken over note from the successor service provider.



**ASSISTANT DIRECTOR  
NACIN, CHENNAI**

- Encl.: 1. Technical Bid Document (ANNEXURE - I)  
2. Financial Bid Document (ANNEXURE - II)

