

**RAJIV GANDHI UNIVERSITY  
RONO HILLS, DOIMUKH**

No. ST-226/AMC/2013

Dated, the 20<sup>th</sup> June, 2016

**Notice Inviting Quotation**

Rajiv Gandhi University, Rono Hills, Doimukh invites sealed quotations from reputed firms engaged in undertaking Comprehensive Annual Maintenance Contract (AMC) of Air Conditioners. The firms, while submitting their quotations must comply with the Terms and Conditions mentioned at "Annexure-I". All 130 Air Conditioners for which the quotations are invited for comprehensive AMC are installed at Rajiv Gandhi University. The sealed quotations for Comprehensive Annual Maintenance Contract for different types of ACs are invited in the proforma for filling the rates and other details enclosed at "Annexure-II". The quotations complete in all respects in sealed cover super scribed as "**Quotations for Comprehensive AMC of Air Conditioners**" must be submitted at Rajiv Gandhi University. The bid has to be accompanied by an EMD (Refundable) of Rs. 10,000/- (Rupees ten thousand) only in the form of Demand Draft in favour of Registrar, Rajiv Gandhi University, Rono Hills, Doimukh.

**Note :** (i) Last date and time of receipt of quotation : 30.06.2016 (16.00 Hrs)  
(ii) Date of opening Quotation : 03.07.2016 (14.30 Hrs)

**Sd/- Registrar**

**Memo No. ST-226/AMC/2013** / 659

**Dated, the 20<sup>th</sup> June, 2016**

Copy to :

1. All Authorized Dealers/ Servicing Centre, Naharlagun/Itanagar/Banderdewa.
2. Senior System Analyst for uploading the quotation in the University website.
3. All Notice Boards.
4. Office copy.



**REGISTRAR**

## ANNEXURE - I

### TERMS AND CONDITIONS

1. Comprehensive AMC will be for a period of one year (from the date of agreement). This can be cancelled unilaterally by this office whenever the service is not found to be satisfactory or up to the mark.
2. Comprehensive Annual Maintenance Contract services shall include providing routine maintenance services, pertaining to complaints as and when they occur in Window/Split Air conditioners and annual maintenance services. Comprehensive AMC services shall include providing all man power, labour, tools and replacement of all defective spare parts including consumables. The rates quoted for the AMC services shall also include all taxes and duties as applicable and cost of transportation of freight, insurances etc.
3. The total amount of Comprehensive AMC does not exceed the lowest rates accepted by this office as per the quotations. The AMC charges are payable in four quarterly installments and nothing over and above this amount is payable.
4. The total amount of Comprehensive AMC does not exceed the lowest rates accepted by this office as per the quotations. The AMC charges are payable in four quarterly installments and nothing over and above this amount is payable.
5. The release of payment will be made by the University, on the quarterly basis (at the end of each quarter) on the production of 'Satisfactory Service report' from all the offices/Location covered under the AMC.
6. Even if no call is made by any of our offices covered under AMC, the firm is required to undertake preventive maintenance by checking all the Air Conditioners at least once in every two months and servicing in every three months and confirm that the systems are in the best of working conditions.
7. This constitutes a comprehensive maintenance contract and includes all parts of the Air Conditioners including compressor, gas, mechanical parts, Electronic parts brazing works etc.
8. Units taken out of the office premises for service at the workshop shall be returned at the earliest and in any case, within three days time and in case more time is required, permission shall be obtained in writing from the University.
9. All service request/calls for repair work must be attended within 48 hours of the complaint being lodged with the AMC Provider. If the AMC Provider firm failed to attend the calls within 48 hours, this office reserves the right to get the work done by other firms and deduct such expenses from the AMC charges. In the Case of exceptional and repeated delays, poor services, fault, break down, etc, this office reserves the right to deduct such costs as deemed to be necessary by way of damages and may also cancel the AMC unilaterally.

10. At the end of period / termination of Comprehensive AMC , the contractor shall demonstrate satisfactory testing and operation of all the air conditioners.
11. 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 off.
12. The firms must have a similar experience of successfully undertaking the AMC of Air Conditioners in a Government Organization/ Semi- Government Organization etc. List of such Clients and Quantum of AMC handled must invariably be enclosed with the bid.
13. The firms are required to forward the following details with the quotation: **(A)** Valid registration Number of the firm for the VAT / Service Tax purpose. **(B)** Income Tax Return for the last financial Year. **(C)** Total years of experience in providing Maintenance services for Air Conditioners. **(D)** List of Government Organizations which renewed the AMC with the firm, with copies of orders.
14. All quotations in the prescribed format should be submitted before the time and date fixed for the receipt of quotations. Quotations received after the stipulated time and date are liable to be rejected.
15. The bidder must ensure that the conditions laid down for submission of offers detailed below are correctly and completely fulfilled. The quotations found to be deficient in any respect shall be summarily rejected. Similarly, conditional offers and offers with terms and conditions inconsistent with those contained in this document shall be rejected.
16. The bid shall be sealed cover (super scribed as "Quotations for Comprehensive AMC of Air Conditioners") shall be addressed to the Registrar, Rajiv Gandhi University, Rono Hills, Doimukh.
17. Each Bidder will have to submit EMD Rs. 10,000/- (Rupees ten thousand) only, in ther form of Demand Draft in the name of Registrar, Rajiv Gandhi University payable at Vijaya Bank RGU. The EMD will be forfeited in case a bidder withdraws its bid before validity period of the bid and fails to execute the agreement within specified time as intimated/requested.
18. A Security deposit / Bank Guarantee of Rs. 15,000/- (Rupees Five Thousand only) will have to be deposited by the Contractor to whom the AMC is awarded before commencement of the contract. This Security deposit / Bank Guarantee will be refunded on the successful completion of the Annual Maintenance Contract. The Security Deposit will be forfeited if any of the condition of the contract is contravened besides any other action that may be taken against the contactor. The Security Deposit shall not carry any interest.
19. Bid received without Tender Fee/EMD will not be considered. The EMD shall not carry any interest.
20. The firm shall have established office/workshop in Naharlagun/Itanagar/Banderdewa.
21. Normal code of ethics and discipline has to be followed by the contractor's labour while working at site.
22. The contractor shall carry out all the maintenance works after consultation with Junior Engineer (Electrical).

## ANNEXURE – II

Rate for Yearly Comprehensive AMC of 130 nos. Air Conditioner (In figures and in words)	
Name of Firm	
Address in full	
Tele.No	
Mobile No.	
Email address:	
PAN No	
Service Tax No.	
Signature	