

All Communication to be addressed
to the Director, CSIR – NEIST.
With Attn: Stores & Purchase Officer

Tel: 0376 – 2372710
E-mail: spo@neist.res.in

सीएसआईआर – उत्तर पूर्व विज्ञान एवं प्रौद्योगिकी संस्थान
CSIR – NORTH-EAST INSTITUTE OF SCIENCE AND TECHNOLOGY
(Council of Scientific & Industrial Research)
जोरहाट: JORHAT: असम: ASSAM



NIT No. **4 (AMC)/01/25-26/PUR/T-11**

Date: 18.08.2025

Note: Please send your quotation in **ONLINE** as per the time schedule given in online tender notice.

To,

Dear Sirs,

Kindly arrange to send your offer **ONLINE in Two BID System** quoting this office file / NIT reference on the uploaded offer within due-date and time as per the terms & conditions given in this NIT:

**Comprehensive Annual Maintenance Contract (Excluding few Parts at Annexure A) of
Various Air Conditioner for 1 Year**

As per list attached in Annexure - A

Terms and Conditions:

**Please see Annexure-B
(Please Attach Compliance Sheet)**

Note:

- 1. Please submit Bid Security declaration as per enclosed format.**
- 2. Performance Security (PS) for 5% of Order Value for AMC** will have to be submitted by the successful Bidder valid for contract period plus two months.
- 3. Any firm/ Company black listed debarred from participation in any tender enquiry in any CSIR Labs or any Government of India institution will not be entertained.**
- 4. Validity of BID should be at least 90 Days.**
- 5. The decision of the Director, CSIR-NEIST for awarding the contract will be final and no communications/ enquiries later will be entertained.**
- 6. You are requested to go through the details terms and conditions and instruction mentioned in the enclosed sheets (Annexure-B) and submit your best offer by the date and time.**
- 7. The rates of AMC must be provided unit wise separately for each type of item. As the above number of items are indicative. This may be increase/decrease at the time of award of contract/during contract period However the overall total basis of the above given number of items will be considered for deriving L1.**
- 8. The documents provided in support of bid should be proper as these may be checked/verified with the issuing authority.**
- 9. Please provide your GST registration certificate. Bid without GST registration number will not be acceptable.**
- 10. The purchaser intends to give price preference on submission of required documents in line with the government of India Procurement Policy related to (1)Preference to Micro and Small Enterprises as per MSE order 2012 amended time to time and (2) Preference to Make in India as per Order no.P-45021/2/2017-PP (BE-II) dated 16th September 2020 of Ministry of Commerce and Industry, Government of India amended time to time.**
- 11. Your quotation should be submitted before 5.00 P.M on 08.09.2025. Please note that the AMC will be awarded from prospective date.**

Documents and declarations to be submitted with the Financial bid

- 1. Bidder should submit atleast 3(three) order copies with price of similar in last 03 (three) years if any, for the support of reasonability of quoted price.**
- 2. Price reasonability certificate**

Thanking you,

भवदीय, / **Sincerely,**

Sd/-
भंडार एवं क्रय अधिकारी
Stores & Purchase Officer

ANNEXURE – A**1. List of Air Conditioner**

Comprehensive Annual Maintenance Contract			
List of AC installed at various location of CSIR-NEIST, Jorhat, Assam			
Sl. No	Machine Type	Capacity	Qty. (Nos.)
1.	Window Type AC	1.0 Ton	06 Nos.
		1.5 Ton	57 Nos.
2.	Split Type AC	1.0 Ton	06 Nos.
		1.5 Ton	190 Nos.
		2.0 Ton	43 Nos.
3.	Floor Standing Type Air Conditioner	3.0 Ton	40 Nos.
		4.0 Ton	05 Nos.
4.	Cassette Type AC	1.5 Ton	24 Nos.
		2.0 Ton	13 Nos.
		3.0 Ton	09 Nos.
		4.0 Ton	04 Nos.

2. List of Spare Parts to be maintained at CSIR-NEIST, Jorhat for all type of AC's(Including in AMC Contract)

Sl. No.	Parts Name
1.	Capacitor(Running/Starting)
2.	Relay
3.	Thermostat
4.	Plug Top & Socket
5.	Manual Knob
6.	Air Filter
7.	Gas for all type of AC's
8.	Cooling and heating Sensor
9.	Swing Motor
10.	Flare Nut & Straight connector.

3. List of Spare Parts, Repairing of spare parts and other requirements for which rates to be provided by the bidder.

Sl. No.	Name/Items
1.	Repairing of PCB all type/Capacity of AC's
2.	Repairing of Fan Motor all type/Capacity of AC's
3.	Repairing of Stabilizer
4.	Shifting/dismantling and reinstallation of all types/capacity of AC's.
Note: Rates are not part of price comparison.	

BID SECURING DECLARATION FORM

Date: _____
Bid No. _____

To (insert complete name and address of the purchaser)

I/We The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- (a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- (b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of
(insert legal capacity of person signing the Bid Securing Declaration).

Name: (insert complete name of person signing the Bid Securing Declaration)
Duly authorized to sign the bid for an on behalf of: (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)
Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

Bid Declaration Form

[The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: *[insert date (as day, month and year) of Bid Submission]*

Tender No.: *[insert number from Invitation for Bids]*

Invitation for Bid No.: *[insert No of IFB]*

To: *[insert complete name of Purchaser]*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda No. (if any): *[insert the number and issuing date of each Addenda]*;
- (b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements / delivery schedule given in the bid (strike out whichever is not applicable).
- (c) The total price of our Bid, excluding any discounts offered in item (d) below, is mentioned in bid/price schedule.
- (d) The discounts offered and the methodology for their application is mentioned in bid/price schedule.
- (e) Our bid shall be valid atleastfor the period of time specified in ITB, from the date fixed for the bid submission deadline in accordance with ITB, and it shall remain binding upon us and may be accepted at any time before the expiration of that period. However, till the finalization of the particular procurement process. The bid validity will be available on communication by you on this matter and written confirmation from us.
- (f) If our bid is accepted, we commit to obtain a performance security in accordance with ITB and GCC Clause for the due performance of the Contract.
- (g) The following commissions, gratuities, or fees have been paid or are to be paid with respect to the bidding process or execution of the Contract: *[insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity]*

Name of Recipient	Address	Reason	Amount
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

(If none has been paid or is to be paid, indicate “none.”)

- (k) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (l) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed: *[insert signature of person whose name and capacity are shown]*

In the capacity of *[insert legal capacity of person signing the Bid Submission Form]*

Name: *[insert complete name of person signing the Bid Submission Form]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*

ANNEXURE – B**Terms & Conditions for Various type AC**

1. The Annual Maintenance Contract is for the period of one year from the date of PO release.
2. The service provider shall provide direct services and shall not employ sub-contractors.
3. Preventive Maintenance (PM) Calendar Should be prepared in consultation with refrigeration section.

4. Technical Requirement

(I) The bidder must have experience of handling the AMC following types of AC's

- * Windows type (all capacity)
- * Split type (all capacity)
- * Floor standing type (all capacity)
- * Cassette type (all capacity)

(Documentary evidence must be provided).

(II) The bidder must have either of the following experiences of execution of similar work,

- a) 80% of the estimated cost – One order or
- b) 50% of the estimated cost – Two orders or
- c) 40% of the estimated cost – Three orders

Within last 07 (Seven) years.

5. Spares/Consumable:

- (I) The service Engineers/AMC contractor should make arrangement to keep adequate spares (List enclosed in Annexure A, Point No. 2) at CSIR-NEIST, Jorhat in Refrigeration Section including gas re-filling in all AC's. Use of these spares will not be paid separately and it is a part of AMC of the AC's mentioned in point 4 above.
- (II) The service Engineers/AMC contractor should make arrangement for keeping the spare parts which are not covered under AMC will be paid separately by CSIR-NEIST. This rate should be negotiable at the time of order and this rate will not be considered during price comparison.
- (III) If required on urgent basis the AMC contractor has to provide all spares and accessories and later the cost of procurement shall be billed to CSIR-NEIST.
- (IV) Required to maintain one service card for each AC & submitted to AC's & Refrigeration section monthly basis.

6. Shifting and Re-installation of AC Units: In the event of any existing AC units requiring Shifting /dismantling and re-installation, the AMC Contractor shall execute the assigned work in consultation with the user/indenter. The installation charges, depending on the nature and quantum of the work thus executed, shall be billed to CSIR-NEIST. The rates for such type of works should be fixed separately along with the AMC contract rates mentioning the type of AC Units and the bidder should provide these rates in their offer. These rates should be negotiable at the time of order and the rates will not be considered during price comparison.

7. Repairing of spares parts/Accessories: The rate for repairing of spare parts and accessories (List enclosed in Annexure A, Point No. 3) should be mentioned separately. These rates should be negotiable at the time of order and the rates will not be considered during price comparison.

8. Deployment of service Engineers: One Service Engineer should be stationed at CSIR-NEIST (Jorhat) from 8.30 AM to 5.30 PM on all working days and if necessary, on holidays, Sundays and Saturdays and also for attending to emergency calls whenever required to do so. They should report to refrigeration Section daily. The service Engineer should not be changed except in special cases and in such cases, it should be done in consultation with CSIR-NEIST (Jorhat, Assam). The necessary safety devices (Belt, Shoes etc) for the service personal much be ensured by the selected bidder.

9. Experience and qualification of Service Engineer: The service engineer should be technically qualified and experience in handling the mentioned works. The qualification and experience certificate will be verified by the GL, General Engineering and Head, ESTD.

10. Mode of Operation:

- (i) A record book/ Register should be maintained at the Refrigeration Section and all Calls pertaining to any breakdown service required should be entered there. After attending the call, the Service Engineers should get the signature from the indenter and refrigeration section in the record book. All breakdown calls be attended immediately.
- (ii) The Service Engineer is not allowed to attend any personal call made by CSIR-NEIST (Jorhat, Assam) staff. Any call to attend a system which is not covered under AMC should be made by after informing and either permission from refrigeration Section. The Service Engineers is also required to comply with all other general instructions which may be issued by CSIR-NEIST from time to time
- (iii) All technicians and helpers posted on duty shall sign the attendance provided for the purposed. Repeated absence/default in this regards may lead to termination of contract.
- (iv) Notice period for termination of contract shall be 1(One) month by either party. However in this case, the contractor shall continue the service on the same terms until a new contractor is in place. In case of unwillingness of the contractor to do so, CSIR-NEIST reserves the authority to execute the required services departmentally or through other sources, but at the risk and cost of the said contractor.
- (v) It shall be the responsibility of the AMC contractor to ensure that all the AC's along with their Voltage Stabilizers of the Institute, work satisfactorily from the start to the end of the contract period.
- (vi) The selected AMC Contractor shall, at the end of the service period/termination of Contract, hand over the AC units in working conditions to the successors AMC contractors/ Institute.
- (vii) Any AC installed under the supplier's warranty shall stand included under annual maintenance Contract after expire of the Warranty period of that AC and Maintenance services for that AC will have to be under taken immediately by the service provider but the charges for these added AC's will not be paid for that running Quarter and will be started from the next Quarter.

Likewise if any AC(s) is/are excluded from AMC by CSIR-NEIST, the payment for that quarter in which it has/have been excluded will not be made.

11. Payment

- (i) Payment will be made on quarterly basis at actual (for the total no. Of AC's under AMC in that quarter sub. to close -10(vii) above) on submission of quarterly bill duly certified by HOD/GL (ESTD) after rendering satisfactory for each quarter starting from date of order
- (ii) The payment for the final quarter shall be made to the contractor at the end of contract period only after complication of handing over all the AC units in working conditions to the successor AMC contractor and after receipt of take –over note in this regard.

12. Downtime penalty: If any Air conditioner is not service within a week on service call, an amount of 2% of cost of AMC of that particular AC will be deducted per completed week from the AMC amount limited to maximum amount of AMC for that quarter for that AC. If problem continues in next quarter, this 2% charge will again be started from the beginning and maximum. Limit will apply for this quarter and so on.

If the defect is due to the part not covered under AMC, the time taken by the NEIST for arranging the same will not be counted for imposing penalty. Moreover, if defects are not rectified within the stipulated period and any stand by unit has been provided by the service provider, then also such period will not be counted for penalty.

13. The AMC period may be extended sub. To satisfactory performance, as per the same rates, terms & conditions

14. The quantity of Air Conditioner may increase or decrease as per requirement of CSIR-NEIST, Jorhat Assam.

15. Director, CSIR-NEIST, Jorhat Assam, shall be the sole arbitrator in case of any disputes relating to this contract.

Sd/-
भंडार एवं क्रय अधिकारी
Stores & Purchase Officer