



GOVERNMENT OF INDIA: MINISTRY OF FINANCE: DEPARTMENT OF REVENUE  
NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES & NARCOTICS (NACIN),  
3/86 E, ATC ROAD, NEAR AMBIT IT PARK : I, II & III FLOORS,  
AMBATTUR INDUSTRIAL ESTATE, CHENNAI-600058

Telephone: 044 – 26250157, 26250159, 9381025110

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Dated : 20.10.2020

**E -TENDER NOTICE INVITING BIDS FOR  
AMC OF AIR-CONDITIONER UNITS IN NACIN ACADEMY AND HOSTEL**

1. The National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Chennai, functions from the **office premises at 3/86 E, ATC Road, Ambattur Industrial Estate, near AMBIT IT Park, Chennai-58** and **hostel premises at Block Nos. 30 to 33, Central Revenue Quarters, 12<sup>th</sup> Main Road, Anna Nagar, Chennai-40**. NACIN, Chennai invites e-bids from reputed firms under a two-bid system (Technical bid and Financial bid) for Comprehensive Annual Maintenance Contract (AMC) for the service/upkeep of Air-Conditioning Units (Split, Ductable, Tower and Cassette types) installed in the Office premises of this Academy and the NACIN Guest House & Hostel. The AMC is for a period of 12 months. The specifications of work to be done for the above maintenance, qualification criteria to be met by the contractor and the statutory obligations to be complied with by the contractor are detailed in the Annexure to this Notice. **All bidders for this e-tender are deemed to have understood and accepted the contents of this Notice.**

2. **Only those bidders, who have their offices and workforce in Chennai city (within a radius of 15 km from this Academy), may post their bids for this e-tender; they will have to provide valid address proof as evidence for the same.**

3. This tender document can be downloaded from the websites [www.cbic.gov.in](http://www.cbic.gov.in), [www.nacin.gov.in](http://www.nacin.gov.in) & [www.centralexcisechennai.gov.in](http://www.centralexcisechennai.gov.in) or from the Government of India, Central Public Procurement Portal (e-procurement) website.

4. Interested bidders, who comply with the terms and conditions of this tender notice and who possess valid Digital Signature Certificates (DSC), may submit their e-bids online in the enclosed forms for Technical & Financial bids. Their e-bids have to be uploaded / submitted online only through the Government of India, Central Public Procurement Portal (e-procurement) website. **Hard copies of the bids will not be accepted.**

**(i) Last date for upload of bids: Before 11-00 AM on 05/11/2020 (Thursday)**

**(ii) Date & time for Opening tender: On 06/11/2020 (Friday) after 11-05 AM**

5. The bidders shall sign and stamp the Technical Bid form (enclosed with this Notice as Annexure I) and upload/submit them through the Central Public Procurement Portal along with the necessary documents of proof as required. The Financial bid should be filled up in the BoQ Excel file format and uploaded in the above site. The Technical bid and Financial bid will be opened separately.

6. Interested bidders should visit the sites and inspect the equipment and installations before submitting the bids. **Only those bidders who visit the sites and assess the requirements prior to the submission of their bids, will be considered for evaluation of the Technical bid.**

7. **Care may be taken to ensure that the Financial bid's details are not visible along with the Technical bid. In case the Financial bid is visible along with the Technical bid, the bid will be liable to be rejected.**

8. For any further enquiries, Shri V.P.Hari, Superintendent (Ph:9381025110) may be contacted.

  
(VENUGOPALAN NAIR)  
ASSISTANT DIRECTOR (ADMN)

Encl: Tender Document

Copy to

The Public Relation Officer, Chennai-North/Chennai-South/Chennai-Outer/Directorate of Systems/ Custom House, Chennai

with a request to be display this Tender document on the official Notice Board.

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## TENDER DOCUMENT

### I. DETAILS OF WORK TO BE DONE

1. This Annual Maintenance Contract shall be a Comprehensive contract for all types of air-conditioners installed at NACIN Office and NACIN Guest House. The details of Air-conditioning units installed in this Academy and Guest House/Hostel are given below:

S.No.	Type of Air-conditioner	Nos.	Tonnage
1	1.5 ton Split AC (NACIN Office)	16	24.0
2	2.0 ton Cassette AC	7	14.0
3	3.0 ton Cassette AC	2	6.0
4	4.5 ton Tower AC	2	9.0
5	3.0 ton Ductable split AC	1	3.0
6	8.0 ton Ductable split AC	3	24.0
7	11.0 ton Ductable split AC	4	44.0
8	1.5 ton split AC (NACIN Guest House/Hostel)	10	15.0
<b>TOTAL</b>		<b>45</b>	<b>139.0</b>

2. This Comprehensive AMC, as per the industry's standards, will cover the labour involved and repairs/replacement of all components/parts of the above AC units, **except the following i.e. Voltage Stabilisers, Condensers, Cooling coils, Metal covers, Plastic bodies, Remote Handsets, Copper piping and insulation, Air filters and Tinkering & Painting work.**

3. There are two types of Maintenance services to be carried out by the Service Provider viz. (A) Preventive Maintenance Service (PMS) and (B) Break-down Service (BDS).

#### **A. 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:

- i. Checking, connections at the main plug
- ii. Cleaning of blower and condenser fan
- iii. Cleaning of air filter
- iv. Cleaning the evaporator and condenser coils
- v. Cleaning the equipment
- vi. Checking and tightening of nuts & bolts
- vii. Oiling the motor
- viii. Checking cooling efficiency
- ix. 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.

At the end of every Preventive Maintenance check,

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

- i. Breakdown calls shall be attended to immediately / on the same day 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.** 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.
- ii. 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.
- iii. Only ISI marked parts for repairs/replacements shall be used. Old parts, which are replaced, must be deposited with NACIN 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.
- iv. Transportation of Air-Conditioner Units from the office buildings to the service provider's workshop and back to the office buildings will be at the cost of the service provider

**II. ELIGIBILITY CRITERIA TO BE MET BY THE BIDDER**

1. The tender will be decided based on, among other things, the least amount quoted and the accuracy of other details provided.
2. **The bidder has to provide their address proof as evidence that their office and workforce are available in Chennai city, within a radius of 15 km from this Academy.**
3. Unless legally exempted, the contractor should be registered with GST, ESI and PF Departments and should pay their Government dues promptly. **Relevant documents are to be uploaded as evidence.** The bidder shall upload a copy of their PAN card/letter also.

4. Evidence, if any, for filing of Income Tax and GST returns shall be enclosed along with the technical bid.
  5. The service provider shall provide direct service and shall not employ sub-contractors.
  6. The bidder should have a minimum of five years of experience in the service/maintenance of Air-Conditioners (Split, Cassette, Tower and Ductable types) to Government Departments / reputed organizations.
  7. The bidder must have gross contractual receipts of Rs.10 Lakhs or above during the Financial Year 2018-19 (Assessment Year 2019-20).
  8. A list of the contractor's clients with contact persons and phone numbers should also be uploaded. **The eligibility of the contractor will depend on their reputation and credibility also.**
  9. Bidders have to visit the premises of this Academy and assess the requirement, before bidding. **Only those bids submitted by bidders who have visited the premises and inspected the installations would be considered.**
  10. The Financial bid has to be filled up compulsorily in the BoQ format. When filling up the BoQ, please enter data only in the coloured cells. Please ensure that the bid amounts do not include GST. Also please ensure that details of this Financial bid are not visible at the time of opening the Technical bid
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**OTHER CONDITIONS:**

1. 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 5th of the following month. Payment shall be made after verification of the Records.
2. Under no circumstances, any increase in the agreed amount shall be considered at all during the currency of the AMC period.
3. 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.

4. The selected service provider shall execute a 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.
5. 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.



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

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

<b>Sl.No.</b>	<b>Category</b>	<b>Details</b>
1	Name of firm/company	
2	Address of office in Chennai	
3	Name of contact person in Chennai	
4	Contact phone number in Chennai Landline: Mobile:	
5	Has the proof of address been submitted ?	
6	Number of service technicians available in Chennai	
7	No. of years of experience in Service/Maintenance of AirCon units	
8	PAN Number	
9	GST Registration No. and Certificate	
10	Evidence for Gross Contractual Receipts of Rs.10 lakhs and above in the Fin. Year 2018-19	
11	Is the list of clients and references uploaded, with contact person and phone numbers	
12	Has the bidder visited the premises to assess the requirement, before bidding	

**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)