



NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS WITH MULTIPLE DISABILITIES (NIEPMD)

(Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Govt. of India)

E.C.R. Muttukadu Kovalam P.O, Chennai- 603 112

BID DOCUMENT FOR PROVIDING ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT OF AIR CONDITIONERS (TOWER, SPLIT, DUCT, CASSETTE AND CENTRALISED AC) INSTALLED AT NIEPMD, ECR, MUTTUKADU

1. National Institute for Empowerment of Persons with Multiple Disabilities, here after called NIEPMD, an autonomous Institute under Ministry of Social Justice & Empowerment, Department of Empowerment of Persons with Disabilities (MSJ&E, DEPwD), Govt. of India, East Coast Road, Muttukadu, Kovalam (Post), Chennai -603112 (Tamil Nadu) invites Bid through GeM (Government e-Market Place) from eligible firms having necessary infrastructures /service Center set up at Chennai / Tamilnadu to provide **FCAMC (Comprehensive Annual Maintenance Contract)** Services with at least 03 Years experience in carrying out air conditioner repair and maintenance for Comprehensive Annual Maintenance Contract for Air conditioners installed at NIEPMD, Chennai.

1.	Name / Nature of the work	Comprehensive Annual Maintenance Contract of Air Conditioners(Tower, Split, Duct, Cassette and Centralized) of various types andTonnage existing in NIEPMD, Chennai on comprehensive Basis.
2.	Time Period for execution	The contract for providing AMC (Annual Maintenance Contract) for air conditioning services will initially be for a period of three (03) years.
3.	Period of issue of Tender Document	As per GeM Bid
4.	Last date & time of submission of tender	As per GeM Bid
5.	Date & Time of opening of Technical Bid	As per GeM Bid
6.	Date and Time of opening of Financial Bid	As per GeM Bid
7.	Cost of Tender document	NIL
8.	Estimated cost put to tender (In Rs.)	Appx. Rs 11,57,625/- (Annual) or Rs. 34,72,875/- For 03 Years.
9.	EMD	As per GeM Bid to NIEPMD Account <u>NIEPMD Bank details for paying EMD:</u> A/C No.7612972 90 Type of Account: Saving Bank Name of the bank: Indian Bank. Kovalam branch IFS code: IDIB000K122 Branch code: 01176
10.	Submission of Tender	As per GeM

2. The NIEPMD reserves the right to accept or reject, wholly or partly, any or all the applications without assigning any reason whatsoever. Institute decision in this regard will be final and binding on all applicants.

Sd/-

(Dr. Nachiketa Rout)
Director

13th Feb 2026



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Part-A

MINIMUM PRE-QUALIFICATION CRITERIA

(Attested Documentary proof for each item is to be furnished with Technical Bid)

THE TENDERER SHOULD FULFIL ALL THE FOLLOWING CONDITIONS TO BE ELIGIBLE FOR PARTICIPATION IN THE TENDER

1. The tenderer must be an Authorized service provider or Original Equipment Manufacturers for at least one of the reputed Brands of air conditioners namely Carrier, Voltas, Blue Star, L.G, Hitachi, Lloyd, OG, Samsung, Daikin, Panasonic, Godrej, Whirlpool, Mitsubishi, Toshiba, Midea, Electrolux, BPL etc. However, they should have requisite expertise in servicing and maintenance of other Brands of Air Conditioners also. A copy of Certificate/ Authorization letter issued by the company to the tenderer for being Authorized service provider is to be submitted.
2. Experience of maintenance of Split/Cassette/Tower/Window/Duct Air Conditioners of reputed brand/ makes for at least last **three years. Out of which minimum one year's experience in Govt. organization, corporate offices or Academic Institutes.** The experience and capability must be supported through documents.
3. The tenderer must have its office /branch with full service facility located either in Chennai or nearby areas (Tamil Nadu). Address Proof for the office / branch is to be submitted i.e. telephone bill or electric bill (Commercial) in the name of agency pertaining to the address is to be submitted.
4. The tenderer must have been engaged in providing comprehensive Annual Maintenance Contracts for at least 100 air conditioners for a minimum period of three years as of 31st Jan 2026. A certificate supporting the tenderer's experience in this field, along with a list of organizations where the contractor is currently providing or has previously provided AMC services for air conditioners, must be submitted with the bid.
5. The tenderer should have an average annual turnover of ₹50 lakhs or more for the last three financial years ended 31-03-2025. (Annexure "A" and the necessary documents should be attached with the technical bid.) MSE & Starup bidder should have the average annual turnover for last three financial years ending 31st march 2025 should be Rs.20,00,000/-. No bidders are exempted from Minimum experience and payment of Performance Security.
6. The applying firm / company must be a profit-making company during last 03 financial years. The same should be reflected in income Tax returns.
7. The tenderer should have necessary infrastructures/service set up in Chennai / Tamil Nadu to provide AMC Services.
8. The Bidder should have valid Registration of PAN, GST and Income Tax clearance certificate etc. The copy all document should be uploaded with technical bid.

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9. The tenderer should have valid GST Number. In case the firm is not covered under GST, an undertaking must be provided stating the clause under which GST is not applicable to them.
10. The bidder should have successfully executed minimum single work of similar type, costing Rs.15.00 lacs or above per annum, during last three years (Proof of the same should be submitted) OR The bidder should have successfully executed minimum two works of similar type, costing Rs.8 lacs or above per annum during last three years (Proof of the same should be submitted) OR The bidder should have successfully executed minimum three works of similar type, costing Rs.5.00 lacs or above per annum during last three years (Proof of the same should be submitted).
11. Similar work would mean providing Comprehensive/Non comprehensive Annual maintenance contract/Service centers with servicing facility for all types & Models of Air Conditioners in the Government/Semi Government/Government autonomous bodies/PSUs/Private reputed Corporates/Institutes only.
12. **The bidder should not have been blacklisted by any Central Govt./PSU/NBFC/Co-operative/ State Govt. department during last 05 years. A written undertaking has to be given by the bidder (on Letter Head).**
13. All the forms provided in the tender documents must be completed in full and all pages of tender documents must be signed and sealed before their submission.



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PART B

INSTRUCTIONS TO THE TENDERERS

1. **Scope of work:** The successful tenderer shall be in a position to provide Comprehensive Annual Maintenance Contract for Air conditioners consisting replacement of all spares, periodical servicing, break down servicing etc.
 - i. The tender proposal, completed in all respects, should be signed by the authorized signatory of the applicant on all the pages of the application document at bottom right side corner in token of acceptance of the terms and conditions of the tender and for the purpose of identification. This is to ascertain that the applicant has quoted against all relevant items.
 - ii. All the documents in support of the pre-qualification criteria are mentioned in the tender application form. The documents have to be self-attested by the authorized signatory with official seal.
 - iii. The technical features/brochures and such other details / data required for the Technical evaluation. All technical information considered relevant and useful should be furnished at the first instance itself along with the Technical Bid.
 - iv. The EMD as per GeM Bid should be paid in favour Director, NIEPMD, Chennai as per account details mentioned in tender document. The EMD payment receipt should be uploaded with technical bid. Bids received without EMD will be rejected without assigning any reasons thereof. Bidder availing EMD exemptions should upload valid MSE certificate or any other document valid for EMD exemption for consideration.
 - v. A Performance security deposit of 05% of the contract amount shall be submitted by the successful bidder considering EMD amount. The same will be kept during AMC Period and will be returned back after completion period of AMC's. No interest shall be payable on security deposit. The security deposit shall be forfeited as a compensation for any loss resulting from the failure to perform the obligations under the contract or in the event of termination of the contract or in any event, which Institute thinks fit and proper.
2. By submitting the application and agreeing to the terms and conditions specified in the tender, the applicant shall be deemed to have full knowledge of the proposed scope of work/project and no extra charges consequent to and arising out of any misunderstanding/misinterpretation or otherwise shall be allowed by the company. Submission of an application by an applicant implies that he has read this notice and all other documents relating to this tender and has made himself fully aware of the scope and specifications of the work/project to be undertaken and also the terms



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and conditions and other factors having a bearing on the execution of the work/project.

3. The applicants will not be entitled to any claim of compensation, financial or otherwise, for difficulties, if any, faced or losses incurred by them on account of submission of the application or on successful shortlisting/final selection.
4. Applications which do not satisfy any of the conditions prescribed in the Bid or if any condition, including the offer of conditional rebate/discount put forth by the applicant, shall be summarily rejected.
5. The acceptance of an application will rest with the NIEPMD and the Institute reserves to itself the discretion/authority to reject any or all the applications received without assigning any reason whatsoever. An application, in which any of the prescribed condition is not fulfilled or is incomplete in any respect, is liable to be summarily rejected. The Institute reserves the right to accept or reject the applications in full or in part and applicants shall have no claim on the matter.
6. The Bid offers shall remain valid for acceptance for a period of **90** days from the date of opening of Financial Bid. The Successful Bidder has to start the AMC Work of air conditioning units on as is where basis from the date intimated in letter of award.



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PART C

Terms and conditions on the Comprehensive Annual Maintenance Contract

1. The details, location and their address where the Air Conditioners under proposed AMC are covered is given below:
National Institute for Empowerment of Persons with Multiple Disabilities, (NIEPMD), East Coast Road, Muttukadu, Kovalam (Post), Chennai – 603112 (Tamil Nadu).
2. The details of Air Conditioner Brands, Type, Capacity is attached with this bid.
3. New air-conditioners installed and which are under warranty period presently will not come under the purview of this Contract immediately on awarding of AMC. The details of such Air conditioners presently existing will be provided during awarding of the works. When the Warranty period of these units expire during the period of AMC then, these units are to be maintained by the Contractor till the expiry period of AMC. Additional AMC Charges will be paid on the pro-rata basis for the period for which these units are to be maintained at the same unit rate as applicable to similar item in the original AMC and on the same terms and conditions of the AMC.
4. If any additional number of air-conditioners are added during period of AMC in the offices covered in Tender, after completion of warranty period of additionally installed air conditioners, the additionally installed air conditioners are to be maintained by the Contractor till the expiry period of AMC of the Contractor according to the same terms and conditions of the Contract.
5. The Annual Maintenance Contract will be of **comprehensive in nature** and for a period three years.
6. This comprehensive Contract includes replacement of faulty spares like Compressors, Starting Capacitors, Running Capacitors, Relays, Thermostats, Fan Capacitors, Fan Motors, Selector switches, Power Contactors, Control Contactors, External Time Switch Units provided for specific time running of A.C's, Rewinding of motors, providing Ball bearing of motors, Fan blades, Electronic Control Circuitry, etc. at Contractor's cost including Gas charging and attending all complaints and breakdowns of all types of air-conditioners. The complete list of materials to be replaced covered under this AMC **is attached with Bid.**
7. Only original spare parts/quality approved by the Company will be permitted to be used for the maintenance during the AMC Period.



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8. Any parts which are not covered in the Tender Schedule of this Contract gets damaged and requires replacement during the Tenure of this Contract, then, Company will purchase (either directly from contractor or outside vendor) and supply the parts to the Contractor. It is the responsibility of the Contractor to accurately specify the damaged spare parts for the procurement by the Company and to rectify the fault in AC under maintenance.
9. Periodical preventive servicing has to be carried out once in three months for all the Air conditioners covered under AMC. During the quarterly servicing, the contractor should water service the AC unit including water washing of filter, drain tray and pipe cleaning, Evaporator brush cleaning, oiling/greasing of all Fans, checking of current consumption, checking of output performance, testing of Gas pressure if necessary, water washing of condenser coil, etc.
10. Complaints regarding the non-functioning of air-conditioners are to be attended within one day from time of reporting the complaint. The AMC Contractor is entitled to take back the old faulty/damaged parts of the Air-conditioner, which are replaced by new parts.
11. Defective spares compressors / condensers are to be replaced with new compressors / condensers and repairing of the old compressors is not permitted. Whenever new compressors / condensers are used, the Contractor has to produce original invoice and Warranty Card of the new Compressor/ condenser at the discretion of the Company. The compressor/ condenser being replaced should match with the original star rating of the air conditioner.
12. All the Air-conditioners covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor has to repair /service/ maintain the air conditioners under the AMC in as is where is condition when handed over to them under.
13. **The tenderer must deploy one full time mechanic (Skilled) & assistant (Semi-Skilled) (Total-02) at the site during working hours six days a week including holidays.** The payment to the mechanic and assistant engaged by the firm shall be made by the Tenderer as per the existing minimum wage Act (Govt. of India), under Ministry of Labour, Govt. of India as applicable on the date of commencement of issue of Bid. They will report to the Officer Incharge Estate for daily attendance and will take necessary instruction. In any case of price match among bidders and division of work as per MSE norms each bidder has to deploy 02 Manpower as per clause.
14. Following registers are to be maintained by technicians at Head Office without fail
 - i) Register for Machine on AMC with complete details of machine with tag number.



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- ii) Complaint Register: All complaints received with respect to air conditioners under AMC are to be recorded with time and date of receipt and as and when complaints are addressed should be maintained.
 - iii) Spare Tool and Tackle Register: All the spares and tools and tackles are to be recorded in the register. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time.
15. **Payment Terms**: AMC Charges will be paid at end of every quarter of the AMC period.
16. **Default Clause / Cancellation of AMC**: - If the service provider fails to commence services under the AMC as scheduled or to deliver the quantities ordered to him within the period stipulated in the contract, NIEPMD, Chennai reserves right to: (a) Extend the period or (b) Cancel the contract in whole or in part for the incomplete /balance works/services. The extension of time period of the AMC will be sole discretion of Institute & after examination of the request from the bidder & only for the genuine reasons beyond the control of bidder. If the Institute decides to cancel the contract on account of the default or unsatisfactory services, the work shall be got done at the risk and cost of the tenderer. The tenderer shall be liable to pay any loss by way of extra expenditure or other incidental expenses, which the institute may have to incur on account of the default of the tenderer. In addition to action above, the institute may debar the defaulting service provider from future orders, for a maximum period of 3 years. The Institute shall be the final authority to reject full or any part of the Service Providers/Contractors contract, which is not confirming to the specifications and other terms and conditions. No payment shall be made for unsatisfactory service(s).
17. **Confidentiality**: - Information relating to the examination, clarification, evaluation and comparison of tenders and recommendations for the award of a contract shall not be disclosed to tenderer or any other persons not officially concerned with such process until the notification of contract award is made. Any effort by the tenderer to influence the Institute in the Technical bid evaluation, bid comparison or contract award decisions, may result in the rejection of the Tenderer's bid.
18. **Arbitration**: - Any claim, dispute or difference arising out of or in connection with this agreement and which cannot be settled by mutual consultations, shall be referred to sole Arbitration or an Arbitrator to be appointed by Institute. The award of the Arbitrator shall be final and binding between the parties as per the terms and conditions of the agreement to be executed on award of contract. The Arbitrator proceeding shall be governed by the Arbitration and Conciliation Act 1996 and shall be conducted in Chennai. The agreement is subject to the jurisdiction of the courts at Chennai.
19. **Obligations**: -The Institute shall not be responsible for any loss, breakage or theft of Contractor's material for which he has to make his own arrangements for storage. The Institute shall not pay any compensation in respect of any injury or death caused to the workers of the Contractor. It will be the sole responsibility of the Contractor. The Institute will not charge any amount from the Contractor for water or / and electricity for carrying out work.

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20. **Indemnity Clause:** -Contractor shall indemnify, protect and save the Institute and hold the Institute harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from –An act or omission of contractor, its employees, its agents, in the performance of the services provided by this contract. Breach of any of the terms of this agreement document or breach of any representation or warranty by contractor. Use of the allocated site and or facility provided by Contractor. Infringement of any patent, trademarks, copyrights, Intellectual Property Rights, etc. or such other statutory infringements in respect of all components used to facilitate and to fulfill the scope of the site requirement. Contractor shall indemnify the Institute and undertake to keep the Institute fully saved and indemnified against any loss, action or claim arising out of or in respect to error, misconduct, fraud, misbehavior or violations of any laws committed by contractor or its employees/agents/persons employed by third parties. Contractor shall further indemnify the Institute against any loss or damage arising out of loss of data, claims of infringement of third party copyrights, patents, or other intellectual property, and third party claims on the Institute for malfunctioning of the equipment providing facility to Institute equipment at all points of time. This indemnification is only a remedy for the Institute. Contractor /Partner is not absolved from its responsibility of complying with the statutory obligation as specified above. Indemnity would cover damages, loss or liabilities suffered by the Institute arising out of claims made by its customers and/or regulatory authorities.
21. **SEVERABILITY:** (i) If any of the provisions of this agreement may be constructed in more than one way, one of which would render the provision illegal or otherwise voidable or enforceable, such provision shall have the meaning that renders it valid and enforceable. (ii). In the event any court or other government authority shall determine any provision in this agreement is not amended so that it is enforceable to the fullest extent permissible under the laws and public policies of the jurisdiction in which enforcement is sought and affords the parties the same basic rights and obligations and has the same economic effect as prior to amendment. (iii). In the event that any of the provisions of this agreement shall be found to be void, but would be valid if some part thereof was deleted or the scope, period or area of application were reduced, then such provision shall apply with the deletion of such words or such reduction of scope, period or area of application as may be required to make such provisions valid and effective, provided however that on the renovation, removal or diminution of the law or provisions, as the case may be, by virtue of which such provisions contained in this agreement were limited as provided herein above, the original provisions would stand renewed and be effective to their original extent, as if they had not been limited by the law or provisions revoked. Notwithstanding the limitation of this provision by any law for the time being in force, the Parties undertake to, at all times observe and be bound by the spirit of this agreement.



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PART-D **LIST OF PARTS COVERED UNDER THIS CONTRACT**

Sl. No	Items
1.	Compressors
2.	Starting Capacitors
3.	Running Capacitors
4.	Relays, Thermostats
5.	Fan Capacitors
6.	Fan Motors
7.	Selector switches
8.	Contactors (Power / Control)
9.	Gas charging
10.	Stabilizers
11.	Rewinding of motors
12.	Ball bearings of motors
13.	Fan blades
14.	Electronic Control Circuitries
15.	Remote Control of units with battery replacement
16.	Micro Swing Motors
17.	Built – in Timer kit
18.	Air-Filters
19.	External Electronic / Analog time switches provided for timed running of A.C's
20.	Outdoor unit mounting frames and Stands
21.	Condenser Coils/Copper Tubes of indoor/outdoor units
22.	Parts of indoor / Outdoor unit enclosures
23.	Cabling from indoor to outdoor
24.	Existing copper piping from indoor to outdoor
25.	AC swing blades

The services shall include Comprehensive Annual Maintenance Contract providing all manpower, tools and plants like ladder, stools, spanners, testing equipment's and replacement of defective spare parts, such as replacing of chiller pipes, outlet pipes, Compressor, Condenser, Fan blade, Fan motors, Electronic Circuit PCB, Remote and other Plastic consumables, Gas charging etc. including consumables with no cost charge to Institute in-lieu of service & maintenance of AC's at any height/any floors as and where required, and as directed by Institute authorities.

(a) Preventive Maintenance Services (PMS) Monthly:



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The monthly services include:

1. Cleaning of air filters, indoor unit grills & filters through air blower.
2. Cleaning of the indoor unit body by wiping out the dust etc. with wet cloth.

(b) Preventive Maintenance Services (PMS) Quarterly:

1. Every machine shall be serviced once every quarter.

A record of such services duly acknowledged by the person using the machine or in his absence, in charge of the location of the AC shall be maintained.

Quarterly PMS shall include the following services:

- a. Replacement of filter if found damaged/unusable.
- b. Checking selector switch, thermostat, relays, remote control etc.
- c. Checking motor bushings.
- d. Checking ground connections.
- e. Cleaning of blower and condenser fan.
- f. Cleaning the evaporator & condenser coils.
- g. Checking and tightening of nuts & bolts.
- h. Oiling the motors.
- i. Checking of the backup electrical power outlet/ MCB.
- j. Checking of drive motors and fans.
- k. Over hauling of the AC, with chemical washing process.
- l. Checking cooling efficiency.
- m. Checking Firmness of the Supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.
- n. Replacement of any component of air conditioners (Outdoor and indoor units, inlet and outlet Pipelines, electrical connections etc.) found defective after the above checks and Tests.
- o. Charging of Refrigerant Gas during the period of Contract if need arises.
- p. Attending to complaints within 24 hours.
- q. Safety norms shall be followed & the contractor shall be accountable of safety violations.

Maintenance schedule mutually agreed upon will be prepared before commencement of the AMC. Any delay beyond the agreed schedule will attract penalty of 1% of Rate Contract value per day of delay or part there of subject to maximum deduction of 10% of the Rate Contract value.

(c) Yearly/Annual Maintenance Services:

The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition, annual maintenance services shall also include:

- a) Cleaning the condenser and evaporator coils with suitable detergent/chemical solution and flushing with high-pressure jet of water.

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- b) Greasing of blower motors and all moving parts.

(d) Break-down Services (BDS):

On call AMC services shall include attending to any complaint any time of the year, on receipt of verbal/written complaint from coordinating officer of NIEPMD. A record of the break-down calls attended duly acknowledged by the occupant or user of the AC & in his absence by the person in charge of the location of the AC, shall be maintained & displayed on the "Maintenance Card" kept with the AC & also copy of the same in records of the person in charge.

Ordinarily a complaint must be attended within 1 hours whenever no change of part is involved, however, in case of requirement of change of spare part, the complaint may be attended within 24 hours of its receipt. Thereafter, under both the cases the delay in attending complaint shall attract a levy of compensation at the rate of Rs.300/- per day & per AC subject to a maximum of Rs.1,500/- against the complaint. Thus after 5 days NIEPMD shall have the right to get the complaint rectified on his own through any other agency and the amount shall be recovered from the concerned agency.

I/We hereby declare and affirm that I/We have read and understood the terms and condition of the contract.

Sign of bidder: -

Date: -

Name of the bidder: -



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FORM OF APPLICATION

(On Tenderer Letter Head)

Date:

To,
The Director,
NIEPMD, ECR, Muttukadu,
Kovalam (Post), Chennai – 603112

Dear Sir,

Tender for Annual Maintenance Contract (AMC) of Air Conditioner

1. I/we have read and understood the instructions and other terms and conditions furnished in the Institute Bid document in respect of the captioned tender. I/we hereby submit my/our application for the captioned “Request for proposal” of your Institute through GeM portal. I/we do hereby declare that all the information furnished in the application and supplementary sheets are correct to the best of my/our knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
3. I/we clearly understand and agree that if any of the information furnished by me/us hereunder is found to be wrong or untrue or false or incorrect or incomplete, my/our application is liable to be rejected. Further, if I am/we are appointed as the ‘Executing Agency for the above Project on the basis of the information furnished in my/our application and the information furnished therein is subsequently found to be wrong, untrue, false or incorrect, my/our contract with the Company is liable to be terminated forthwith at the discretion of Company, at any stage, without notice and without any compensation whatsoever for such termination.
4. I / We understand and agree that the decision of Institute in selection of the AMC Provider is final and binding to me / us.

Thanking You,

Yours faithfully,

Signature of the Tenderer.

Name:

Designation

Place:



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TECHNICAL BID

(DETAILS TO BE FILLED BY THE BIDDER)

1. Name of the Company/ Organization:

2. Year of Establishment:

3. Constitution of the Establishment:

(Proprietary/ Partnership/ Public / Private Company):

**4. Place of Head Office / Registered Office:
with address**

Telephone No. :

Fax No :

Email :

Web site (if any):

5. Name of Chief Executive /

Proprietor/ Partner :

Telephone No. :

Fax No. :

Email

Name of contact person :

Telephone No. :

Land Line :

Mobile :

Fax No :

Email :

**6. Commercial Information Registration
(Enclose Attested Copy Wherever Applicable)**

a) GST Registration:

b) PAN :

7. Name & Address of the Banker:

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8. Details of employees working

(a) Office Staffs

Name	Qualification	Experience	Nature of Duty	Place Deployed with Contact No.

(b) Supervisory Staffs

Name	Qualification	Experience	Nature of Duty	Place Deployed with Contact No.

(c) Technicians

Name	Qualification	Experience	Nature of Duty	Place Deployed with Contact No.

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(d) Semi-Skilled Staffs

Name	Qualification	Experience	Nature of Duty	Place Deployed with Contact No.

(e) Unskilled Staffs

Name	Qualification	Experience	Nature of Duty	Place Deployed with Contact No.

(f) Furnish name, designation and address with telephone of 03 responsible persons who will be in a position to testify about the quality and performance of your works as well as the past performance of your works (At least must be from Govt. Dept.):

- 1.
- 2.
- 3.

9. Whether you are authorized Dealer for Sales of any of the Air Conditioner Company (If yes, please specify the name of Air Conditioning Company)

10. Whether you are authorized Service Provider any of the following brands.

Carrier, Voltas, Blue Star, L.G, Hitachi, Lloyd, OG, Samsung, Daikin, Panasonic, Godrej, Whirlpool, Mitsubishi, Toshiba, Midea, Electrolux, BPL etc. Specify the Brand with license details and company contact details for verify the correctness of uploaded certificate.

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12.Details of Major works done in last three years:

Details of work done in the descending order of the Value of Work. (Enclose copies of supporting documents)

Sl. No	Name of the customer with address, Phone Number & Mobile Number.	Name/description of work	No of Air Conditioners	Value of work	Year of execution of work

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13. Details of Major works in hand:

Details of work done in the descending order of the Value of Work. (Enclose copies of supporting documents)

Sl. No	Name of the customer with address, Phone Number & Mobile Number.	Name/description of work	Value of work	Date of issue of Work Order

14.Details of major equipment / machineries / Tools available for maintenance work:

Sl. No	Name of the Tool/Equipment	Usage



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DECLARATION BY THE BIDDER

I confirm that

- 1) No employee or direct relation of any employee of NIEPMD, Chennai is anyway related as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. of the company/organization.
- 2) The information furnished is correct to the best of my knowledge and belief.

.....
(Signature of Proprietor/Partner/Chief Executive)
Name

(In Capital Letter)

Place..... (Seal of the signatory)

Date:

INSTRUCTIONS TO TENDERERS:

1. All details in forms to be furnished.
2. Use additional sheets for want of space.
3. Attach copies of latest documents in support of details provided.



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TURN OVER DETAILS

(To Be Enclosed with Technical Bid)

Annexure “A”

As per the tender eligibility criteria, the Tenderer must have an Annual Turnover of ₹50 Lakhs in the last three Financial Years ending on **31-03-2025**.

Name of the Company/ Firm:

S. No.	Financial Year	Turnover (₹ in Lakhs)
1	2022-23	
2	2023-24	
3	2024-25	

Proof of the above Turnover details should be furnished in the form of Audited AnnualAccounts and profit and loss estimate duly attested by Chartered Accountant.

Signature of the Tenderer:

Full Name:

Designation:

Date:

Place:

Company's Seal:

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CHECK-LIST PROVIDING ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT OF AIR CONDITIONERS (TOWER, SPLIT, DUCT, CASSETTE AND CENTRALISED AC) INSTALLED AT NIEPMD, ECR, MUTTUKADU AS PER TENDER DOCUMENT:

Sl. No.	Particulars	YES/ NO
1.	Whether a copy of the Establishment in Chennai/ Tamilnadu Registration Certificate is enclosed	
2.	Whether a copy of valid Pan card, Incorporation certificate & GST certificate is enclosed	
3.	Holding valid office at Chennai/Tamilnadu with registration certificate	
4.	Whether a copy of the MSME is enclosed?(If tenderer is an MSME)	
5.	Whether a copy of last 3 years IT returns filed by the establishment duly attested by the Chartered Accountant is enclosed	
6.	Whether copy of Financial Statements like Profit & Loss Account, BalanceSheet etc., in support of financial turnover of the establishment at least average of 50 Lakhs for 3 years is enclosed	
7.	Certificate/Undertaking that the firm has no legal suit, criminal case pending or contemplated against the proprietor of the canteen or the firm on grounds of moral turpitude or for violations of any of the laws in force. (on letter head)	
8.	Whether Earnest Money Deposit as per the GeM Bid is enclosed	
9.	Whether the Offer is valid for 60 days from the date of opening of the Tender	
10.	Whether the certificate regarding "NO NEAR RELATIVE" (on letter head)	
11.	Valid Solvency Certificate specific to NIEPMD issued from Nationalized Bank as per GeM Bid	
12.	Declaration regarding Non-blacklisting/Debaring from taking part in tender bidders who are debarred/ blacklisted in other utilities in India will not be considered. The bidder shall submit the certificate to the effect that the bidder is not blacklisted by any Central/State Government organization/PSU/Hospitals during the last 05 years (on Letter Head)	
13.	Whether the tenderer is an Authorized service provider or Original Equipment Manufacturers for at least one of the reputed Brands of air conditioners namely Carrier, Voltas, Blue Star, L.G, Hitachi, Lloyd, OG, Samsung, Daikin, Panasonic, Godrej, Whirlpool, Mitsubishi, Toshiba, Midea, Electrolux, BPL etc.	
14.	Whether the tenderer have the Experience of maintenance of Split/Cassette/Tower/Window/Duct Air Conditioners of reputed brand/ makes for at least last three years. Out of which minimum one year's experience in Govt. organization, corporate offices or Academic Institutes. The experience and capability must be supported through documents.	
15.	Whether the tenderer have engaged in providing comprehensive Annual Maintenance Contracts for at least 100 air conditioners for a minimum period of three years as of 31 st Jan 2026.	

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16.	Whether the the bidder have successfully executed minimum single work of similar type, costing Rs.15.00 lacs or above per annum, during last three years (Proof of the same should be submitted) OR The bidder should have successfully executed minimum two works of similar type, costing Rs.8 lacs or above per annum during last three years (Proof of the same should be submitted) OR The bidder should have successfully executed minimum three works of similar type, costing Rs.5.00 lacs or above per annum during last three years (Proof of the same should be submitted).	
17.	Whether the Bidder have provided Similar work of Comprehensive/Non comprehensive Annual maintenance contract/Service centers with servicing facility for all types & Models of Air Conditioners in the Government/Semi Government/Government autonomous bodies/PSUs/Private reputed Corporates/Institutes only	
18.	Complete tender document duly signed and stamped on each page by the bidder in token of having understood and agreed to the terms and conditions mentioned.	
19.	Acceptance of Technical Bid Letter	



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Complaint Register Performa

*Agency shall ensure Preventive maintenance services as per complaint register Performa as listed in para 1 of page no 14 of details of scope of work.

Sl. No	Complaint Registered		Complaint Registered By		Complaint Attended		Sign. of Occupant	Remarks
	Date	Time	Name	Mobile No	Date	Time		

JOB-CARD Performa

Sl. No	Date	Cleaning	Cooling	Noise	CC Coil	Firmness of AC	Grill temp	Amp	Tech. Sign	Client Sign	Remarks

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Detail of Air conditioners proposed for AMC

<i>Inverter type A.C. details</i>				
<i>Make</i>	<i>Ton of Refrigeration(TR)</i>	<i>Type of A.C</i>	<i>Installed year</i>	<i>Quantity</i>
Voltas	1.5	Split A.C.	2022	02 Nos.
Voltas	2.0	Split A.C.	2020	03 Nos.
Voltas	2.0	Floor Mounted/ Standing	2020	02 Nos.
Lloyd	1.5	Split A.C.	2021	04 Nos.
Lloyd	2.0	Split A.C.	2023	02 Nos.
OG	1.5	Split A.C.	2010	01 No.
Blue Star	2.0	Split A.C.	2024	01 No.
Voltas	2.0	Split A.C.	2023	01 No.
Voltas	1.5	Split A.C.	2021	02 Nos.
<i>TOTAL</i>				<i>18 UNITS</i>
<i>Non- Inverter type A.C. details</i>				
Voltas	1.0	Split A.C.	2010	01 No.
Voltas	1.5	Split A.C.	2012,2014,2015,2018	125 Nos.
Voltas	2.0	Split A.C.	2020	41 Nos.
Blue star	1.5	Split A.C.	2017	06 Nos.
Blue star	2.0	Split A.C.	2017	17 Nos.
Blue star	8.75	Duct A.C	2012	01 No.
Blue star	11.5	Duct A.C	2012	02 Nos.
<i>TOTAL</i>				<i>193 UNITS</i>
<i>TOTAL A.C.</i>				<i>211 Units</i>

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Conference hall outdoor unit – 11 TR (4 nos.)



Committee hall outdoor unit – 8.75 TR (1 no)

