



भारतीय प्रबंध संस्थान, लखनऊ नोएडा परिसर

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW NOIDA CAMPUS

Plot no. B-1, Sector -62 Institutional Area, Noida-201307, U.P

Contact No Tel: 0120-6678515 – 8426

Website: www.iiml.ac.in; E-mail:- estateoffice_nc@iiml.ac.in ; purchase_iimlnc@iiml.ac.in

Ref. No. IIML-NC/AMC-ACs/2024-25/006

Date: 19/02/2025

SUBJECT:- Notice inviting e-tender for Comprehensive Annual Maintenance Contract (CAMC) of Window / Split Air conditioners (316 nos.) installed at IIM Lucknow, Noida Campus

E-Tender Notice:

Online tender is invited for the Annual Maintenance Contract (AMC) of Split and Window Air Conditioners installed at IIM Lucknow, Noida Campus. Tenders are to be submitted on the bill of quantity provided in the tender on behalf of the Director, IIM Lucknow. The general terms & conditions of the service contract are also enclosed which has to be duly signed indicating acceptance by the tenderer.

IMPORTANT INFORMATION

Tender Announcement date	19 th February 2025
Last date and time for submission of tender	11 th March 2025 by 2:00 PM
Date and Time for Opening of Technical Bid	12 th March 2025 by 2:30 PM
Period of Contract	4 years (1+1+1+1)
EMD	Rs. 20,000/- (Rupees Twenty Thousand Only) Payee Name: INDIAN INSTITUTE OF MANAGEMENT LUCKNOW-NOIDA CAMPUS ➤ Banker Name: AXIS BANK LTD. ➤ Account Number: 022010100356060 ➤ IFSC Code :UTIB0000022 Copy of the EMD receipt should be uploaded on the website www.eprocure.gov.in
Annual Estimated cost of the contract	Rs. 10,00,000/- (Ten Lac Only/
Note: The date of opening of financial bids will be intimated to the eligible vendors later on	

E-tenders are invited for the Annual Maintenance Contract (AMC) for Window/Split ACs (316nos.) at the Indian Institute of Management Lucknow Noida Campus, for 4 years. A free view of the NIT is available on the Government E-Procurement portal: <https://eprocure.gov.in> . Interested vendors/agencies are requested to sign in as new users (using a Digital Signature Certificate) to obtain a user ID and password. The tender document, including the rate bid, can be downloaded upon acceptance of the terms and conditions. The signed terms and conditions (Annexure A, B, C, D) must be uploaded on the Government portal <https://eprocure.gov.in> . Please ensure that the complete tender document is submitted, using a Digital Signature, before the specified deadline.

(Company Seal & Signature of the Tenderer)

Important Instructions for Bidders

1. Bidder must visit the site and see the means of access to the site, working terms and conditions, type and scope of work and acquaint themselves fully with the works to be carried out and all other factors governing the works before quoting his rate in the BOQ. The Tenderer shall read the document carefully before filling it.
2. Indian Institute of Management, Lucknow, an autonomous body, under the aegis of the Ministry of Education, Government of India having its office at IIML Noida Campus, Institutional Area B-1, Sector-62, Noida – 201307, Uttar Pradesh (India) invites offers in prescribed BOQ from reputed vendors/agencies with the specified specifications in prescribed Performa.
3. The Bidder/Tenderer who has downloaded the tender from the CPP portal/institute’s website shall not tamper/modify the tender form including the downloaded price bid template in any manner. In case the same is found to be tampered/modified in any manner, the tender/ bids will be completely rejected and EMD will be forfeited.
4. Intending bidders/tenderers are advised to visit the website eprocare.gov.in regularly till the closing date of submission of tender for any Corrigendum/Addendum/Amendment.
5. The details of the scope of work, terms and conditions, e t c . are given in the Tender document **(Annexure –A), (Annexure -B), (Annexure –C), (Annexure –D)**.
6. **Earnest Money Deposit** of Rs. 20,000/- (**Rupees Twenty Thousand only**) should be deposited (before the last date) in the below account details.

- **Payee Name: INDIAN INSTITUTE OF MANAGEMENT LUCKNOW-NOIDA CAMPUS**
- **Banker Name: AXIS BANK LTD.**
- **Account Number: 022010100356060**
- **IFSC Code :UTIB0000022**

7. A scanned copy of the receipt of the deposit as EMD should be uploaded on www.eprocure.gov.in. Intending tenderers are advised to visit the website: eprocare.gov.in regularly till the closing date of submission of tender for any Corrigendum/Addendum/Amendment.
8. It is the responsibility of the Bidder to go through the Bidding Document to ensure the furnishing of all required documents in addition to the above.
9. All filled bids are to be uploaded on the above site on or before 2:00 PM on the last date of submission i.e. 11/03/2025. Manual bids shall not be accepted.
10. Financial offers shall be opened only for those tenders who are technically qualified.
11. Each page of the tender document must be signed by the authorized signatory of the tenderer. The Original tender document duly signed and filled up should be uploaded. The tender not accompanied by a complete document or duly filled in all respects shall be rejected.
12. IIM Lucknow reserves the right to reject any of the offers without assigning any reasons thereof. You may seek clarification with this office on working days between 09:30 hrs to 1700hrs) on 0120-6678515.
13. The successful bidder shall pay 10% of the annual contract value as a Security Deposit in the form of a demand draft/FDR/ BG of a nationalized bank in favor of **“Indian Institute of Management Lucknow Noida Campus”** valid up to 14 months from the date of commencing the AMC.
14. **Last date and time for submission of tender is 11th March 2025 by 02:00 PM.**

To,

Head Administration

Indian Institute of Management Lucknow Noida Campus

B-1, Sector- 62, Noida– 201307 (U.P.)



भारतीय प्रबंध संस्थान, लखनऊ नोएडा परिसर

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW NOIDA CAMPUS

Plot no. B-1, Sector -62 Institutional Area, Noida-201307, U.P

Tel: 0120-6678515 | Fax: 0120-6678506

Website: www.iiml.ac.in | E-mail: purchase_iimlnc@iiml.ac.in

Annexure-A

Ref. No. IIML-NC/AMC-ACs/2024-25/006

Date: 19/02/2025

Scope of work:

AMC of Windows & Split unit AC's shall include supply of all material spares, replacement/repairs of compressor from OEM's, Refrigerant/gas charging, air filter, electrical parts, servicing, overhauling, greasing, starting relay, overload protector, wiring repairs, motor rewinding with bush and shaft, tapes including handling charges, blower motor/outdoor fan motor, digital scanner, piping, insulation and spares of outdoor/indoor units replacement etc., complete in all respects, for ensuring the desired levels of cooling.

The AMC will cover the following services for all specified windows and split AC units (a detailed list of AC units, their locations, and models is attached as **Annexure -B**):

1. ANNUAL MAINTENANCE SERVICES (TWO MAJOR SERVICES IN A YEAR):

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 a high-pressure jet of water.
- B. Greasing of blower motors and all moving parts.
- C. Prevention of rusting of units.
- D. The ACs installed are of Voltas, LLOYD, Daiken, LG, Blue Star & other brands. In off off-season there is during the lien period of winter the contractor shall attend all the Air conditioner units for major attention and keep the equipment ready for use for the next summer.

2. Preventive Maintenance (Quarterly):

- A. **General Inspection:** Visual inspection of the AC unit (indoor and outdoor units) for any physical damage, loose connections, or unusual noises.
- B. **Cleaning:**
 - i. Cleaning of air filters (indoor unit)
 - ii. Cleaning of cooling coils (indoor and outdoor units)
 - iii. Cleaning of condenser coils (outdoor unit)
 - iv. Cleaning of drain pipes and trays to prevent blockages.
 - v. Cleaning of the AC casing.
- C. **Performance Check:**
 - i. Checking refrigerant levels and topping up if required (refrigerant cost will be included in the AMC cost).
 - ii. Checking compressor performance.
 - iii. Checking fan motor operation and lubrication (if applicable).
 - iv. Checking thermostat accuracy.

- v. Checking electrical connections and tightening loose connections.
- vi. Measuring airflow and temperature differentials.
- D. **Operational Test:** Running the AC unit to ensure proper cooling, heating (if applicable), and overall functionality.

3. Breakdown Maintenance (As Needed):

- A. **Troubleshooting:** Identifying the root cause of AC malfunctions.
- B. **Repairs:** Repairing or replacing faulty components (cost of Repairing or replacing will be included in the AMC cost except for new compressor, Fan motor, and remote as per engineer-in-charge). This includes:
 - i. Compressor repairs/replacement
 - ii. Fan motor repairs/replacement
 - iii. Relay/PCB repairs/replacement
 - iv. Thermostat repairs/replacement
 - v. Refrigerant leak repair
 - vi. Refrigerant providing with top-up/charging/replacement.
 - vii. **Refrigerant should be R-32 or environment-friendly.**
 - viii. Electrical wiring repairs (Power cable from socket to AC unit)
- C. **Emergency Service:** Responding to emergency breakdown calls within [agreed-upon timeframe].

4. Technician Responsibilities:

- A. **Maintenance:** Performing the preventive and breakdown maintenance tasks as per the schedule and instructions.
- B. **Troubleshooting:** Diagnosing AC malfunctions and identifying the necessary repairs.
- C. **Repair:** Carrying out repairs and replacements of faulty components.

5. Helper Responsibilities:

- A. **Assistance:** Assisting the technicians in carrying out maintenance and repair tasks.
- B. **Cleaning:** Performing cleaning activities as directed by the technicians.
- C. **Material Handling:** Handling materials and tools safely.

6. Supervisor Responsibilities:

- A. **Supervision:** Overseeing the work of the technicians and helpers.
- B. **Quality Control:** Ensuring the quality of the maintenance and repair work.
- C. **Coordination:** Coordinating with the client for scheduling maintenance visits and addressing any concerns.
- D. **Reporting:** Maintaining service records for each AC unit and providing regular reports to the client.
- E. **Inventory Management:** Managing the inventory of spare parts and tools.
- F. **Safety:** Enforcing safety procedures for all maintenance activities.

7. Inclusion of contract: The following Shall be a part of this contract:

- a. Repairing of electronic remote control,
- b. PCB Repairing.
- c. Motor Winding
- d. All repairs directly related to the functioning of the AC unit.

8. Exclusions:

- The cost of replacement parts (unless otherwise agreed upon).
- Major overhauls or modifications to the AC units.
- Any work beyond the scope of normal AC maintenance and repair.
- Cosmetic repairs unless directly related to the functioning of the AC unit.
- If new stabilizer is required shall be provided by the IIML-NC with the recommendation of Engineer-In-charge.
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9. Manpower:

The contractor will provide the following required his manpower in one team on site for day-to-day solution of AC's maintenance and complaints included in AMC cost:

- A. **Two (2) AC Technicians:** Qualified (ITI in Refrigeration & AC with 1 Year experience in AC maintenance and repair).
- B. **One (1) Assistant Helpers:** To assist the technicians (12th Passed)
- C. **One (1) Supervisor** (having ITI in Refrigeration & AC with 2 Years experience in AC maintenance, repair, and supervision).
- D. **Deployment as per follows:**

Sr.	Technician Team	Nos.	Timing
1	AC Technician	2	The shift will be intimate as per the Engineer in charge
2	Assistant (Helper)	1	
3	Supervisor	1	

Note: If the regular team is unable to resolve all the complaints on stipulated time during peak season, then an additional qualified team will have to be deployed immediately for timely resolution of complaints as per Engineer-In-Charge.

10. AC contractor should provide two sets of tools, gauges, and cylinders on campus:

This is to ensure smooth operations and minimize downtime during the AC maintenance contractor should provide in two sets in the IIML-Noida campus till the Contract/Extension (If any) completion:

- A. **Essential Tools (Two Sets)-** These are the basic tools required for AC maintenance and repair tasks:
 - **Screwdriver Set:** A comprehensive set with various sizes
 - **Wrench Set:** Adjustable wrenches, open-end wrenches, and box-end wrenches in different sizes.
 - **Pliers Set:** Including combination pliers, needle-nose pliers, wire strippers, and cutting pliers.
 - **Hex Key Set (Allen Wrenches):** A set of various sizes for working on AC components.
 - **Measuring Tape:** For accurate measurements during installation and repairs.
 - **Level:** To ensure proper installation and alignment of AC units.
 - **Hammer:** For minor adjustments and repairs.
 - **Utility Knife:** For cutting insulation and other materials.
 - **Flashlight/Headlamp:** For working in dimly lit areas.
 - **Toolbox/Tool Bag:** To keep the tools organized and easily accessible.
 - **Manifold Gauge Set:** To measure refrigerant pressure and diagnose system issues.
 - **Thermometer:** To check air temperature and identify temperature differentials.
 - **Clamp Meter:** To measure electrical current and voltage.
- B. **Cylinders (Two Sets)** These are necessary for handling refrigerants:
 - **Refrigerant Recovery Cylinder:** To safely recover refrigerant during repairs.
 - **Refrigerant Charging Cylinder:** To accurately charge the AC system with the correct amount of refrigerant.
 - **Vacuum Pump:** To remove air and moisture from the AC system before charging.
- C. **Specialized Tools:** These are used for specific tasks:
 - **Tube Cutter:** To cut copper tubing cleanly.
 - **Flaring Tool:** To create flares on copper tubing for connections.
 - **Swaging Tool:** To expand copper tubing for connections.
 - **Leak Detector:** To identify refrigerant leaks.
 - **Vacuum Pump:** To remove air and moisture from the AC system before charging.
 - **Refrigerant Scale:** To accurately measure refrigerant during charging.
- D. **Safety Equipment (Two Sets)**

- **Safety Glasses:** To protect eyes from debris and chemicals.
- **Gloves:** To protect hands from sharp objects and chemicals.
- **Shoes:** As per safety standards.

11. Trolleys: Two Nos. Trolleys for shifting/moving of AC's/Equipment's from location to location shall be provided by the contractors in campus till the Contract/Extension (If any) completion.

12. Important Considerations:

- **Quality:** The tools, gauges, and cylinders should be of good quality to ensure durability and accuracy.
- **Calibration:** Gauges should be calibrated regularly to maintain accuracy.
- **Maintenance:** The contractor should be responsible for maintaining the tools and equipment in good working condition.
- **Inventory:** A detailed inventory of all tools and equipment should be maintained.
- **Storage:** A secure storage space should be provided for the tools and equipment in the campus.

13. Service Cell/Mobile

- Supervisor/Technician must have his Mobile Phone at the time of Duty at IIML-NC. The active number and cost shall be borne by the contractor.

METHOD OF TENDER EVALUATION

Tender will be evaluated in two step i.e. **Technical Bid and Financial Bid**. Only those firm/vendor who qualified in Technical Bid, their Financial Bid will be opened.

Contract shall be awarded to the firm (s) offering the lowest in overall total of the Price Bid.

Eligibility criteria for Bidders are as under: -

- a) The bidders shall be a Sole Proprietor/ Partnership/JV Firm /Company.
- b) Bidder must have GST registration certificate issued by competent authority and have registered office at NCR.
- c) Bidder must have PAN/ TAN/ GIR card.
- d)The agency should worked with govt. department/ PSU's would be preferred
- e)The agency should have independent EPF / ESI code No. or should demonstrate its willingness to obtain the same after the award of work.
- f) Bidders should have successfully completed similar works in Central or state Government/public sector undertakings/autonomous bodies/ Private during last three years ending on 31.03.2024 as per following: -
 - (i) Three similar completed works costing not less than the amount equal to 40(forty) percent of the estimated cost i.e. Rs. 10,00,000/-; or
 - (ii) Two similar completed works costing not less than the amount equal to 60 (Sixty) percent of the estimated cost i.e. Rs. 10,00,000/-; or
 - (iii) One similar completed work costing not less than the amount equal to 80 (eighty) percent of the estimated cost i.e. Rs. 10,00,000/- Lacs
 - (iv) Proof of experience certificate in the form of work completion certificate shall be submitted from the previous employer.
- g) Bidders must have achieved minimum average annual financial turnover of Rs. 40 Lakh. During the previous three year ending 31.03.2024 i.e. 2021-22, 2022-23 and 2023-24.
- h) The bidder should not be blacklisted by any office/ department of Central/ State Government/ Public Undertaking.
- i)The firm must have **Registered Office in Delhi & NCR** (Address proof) should be attached.
- j). Tenderer should have experience in the service/maintenance of Air-Conditioners (Window, Split AC) to various organizations at least 200 Nos AC's. (Supporting documents should be attached).**
- k). Certificate in support of experience for having undertaken this kind of business along with a list of organizations where the Contractor is currently providing/has provided AMC of Window AC & Split AC covered in the tender.

Supporting document related to above criteria duly signed on each and every page shall be enclosed along with the Technical Bid (PART A) Annexure - A

Technical Bid

(Annexure-B)

Ref. No. IIML-NC/AMC-ACs/2024-25/006

Date: 19/02/2025

PROFILE AND DETAILS OF BIDDER

1. Name of Firm/ Company:

2. Name of owner:

3. Year of Establishment:

4. Telephone number and Mobile no:

5. Address of the firm:

6. Annual turnover for last 03 years (As per ITR filed) Years 2021-22, 2022-23, & 2023-24.

7. Years of experience with Government:

8. Have you successfully completed similar works in Central or state Government/public sector undertakings/autonomous bodies / private sector during last three years ending on 31.03.2024 as per following: -

(a) Three similar completed works costing not less than the amount equal to 40(forty) percent of the estimated cost i.e. Rs. 10,00,000/-; or

(b) Two similar completed works costing not less than the amount equal to 60 (Sixty) percent of the estimated cost i.e. Rs. 10,00,000/-; or

(C) One similar completed work costing not less than the amount equal to 80 (eighty) percent of the estimated cost i.e. Rs. 10,00,000/-Lacs

(d) Proof of experience certificate in the form of work completion certificate shall be submitted from the previous employer.

9. No. of works completed in last three Years with value. Details of works:

(i)

(ii)

(iii)

(iv)

(v)

10. Firm/Company registration details Registered with

(a) Registration No.

11 SIGNATURE AND STAMP OF BIDDER

(b) GST Number

(c) PAN No.

A. Type of Company Formation-Sole Proprietor/ Partnership Firm /Company.

B. Bidders must have achieved a minimum average annual financial turnover of Rs. 40 Lakh during the previous three years ending 31.03.2024 i.e. 2021-22, 2022-23, and 2023-24

C. Are you blacklisted by any office/ department of Central/ State Government/ Public Undertaking?

Terms & Conditions:

For Annual Maintenance Contract- Window and Split Air-conditioning Units (316 nos.)

This is an ALL-INCLUSIVE CONTRACT i.e., including all materials labour and equipment required for proper maintenance of air conditioning units. Major activities of works are as under:

1. Attend to any breakdown calls free of charge within 6 hours of the complaint.
2. Periodically check and service the units thoroughly.
3. You will replace the following in the event of a breakdown at your cost:
 - Relays, thermostat, selector/on-off switch, starting capacitor, running capacitor, air filter, remote control, PCB, Solenoid valve, swing motors, louvers, wires and knob, etc.
 - Repair/replacement of blower/condenser fan motor.
 - Replacement of compressor along with gas charging and presser testing etc. through the original manufacturer or their dealer of the same capacity.
 - Repair/ replacement of stabilizer & replacement of stabilizer parts i.e., relays, transformers, PCBs, socket 15 amps, indicator, push buttons, input/output switches, wires, plug tops, connectors, and volt meters, etc.
4. The firm will supply all spare parts and materials (plastic/sheet metal etc.) if found defective to make the units/ machine in working/running condition.
5. Routine checks for the proper operation must be ensured i.e. cleaning of air-filters, and strainers, preventive maintenance of blower fans motor and you will carry out general checking during the season period i.e. March to October.
6. The firm will carry out one annual overhaul in the month as directed by the institute Eng. -in-charge
7. Repair/replacement of the cooling coil in case of found defective will be done by you.
8. For all the above (a-i) repair & maintenance work, if the AC unit is required to be de-installed and after repair re-installation of the same will be done by the contractor without any extra charges.
9. No support of any manpower, material, cartage, etc. will be provided by the Institute/All of these have to be arranged by you.
10. TDS as per rule shall be deducted from the bills.
11. Payment will be made monthly after satisfactory completion of repair & maintenance service on presentation of the bill. No advance payment will be made.
12. The rate shall be inclusive of payments of dues by the contractor to the labor in accordance with prevailing Central Government labor law.
13. All central, State and local laws applicable will be observed by you and the Indian Institute of Management, Lucknow, Noida Campus will be indemnified by the contractor.
14. The Institute reserves the right to curtail or enhance the scope of work up to any extent either by deletion of certain items entirely or by reducing /increasing the quantities of certain items as required and reviewed by the Institute from time to time and therefore, the final value of work shall be worked out and paid to the extent of work actually carried out.
15. Institute reserves the right to terminate the contract even without giving notice if the performance of the contractor is not found satisfactory.
16. Income tax as per rules will be deducted from the bill and the amount so deducted will be credited to the Income Tax authority and a certificate of the amount credited will be issued by the accounts section of the Institute.
17. Water and power shall be made available at one point free of cost for bona fide use.

Performance Security Deposit:

Successful Tenderer has to submit a Performance Security deposit of 10 % of the total contract value within 30 days after the issue of the work order with a validity of 14 months in the form of DD/FDR from

Nationalized/ Scheduled Bank. The Performance Security deposit shall be in the form of Cross Demand Draft/FDR Drawn on any nationalized scheduled Bank in favor of the Indian Institute of Management, Lucknow payable at Noida. EMD of all unsuccessful tenderers shall be returned after the finalization of the contract. The Performance Security deposit and EMD of the successful contractor shall be released after the successful completion of work. No interest shall be paid on the amount.

Liquidated Damages Clause:

If any delay in execution of the works is attributable to the acts or omissions and commissions of the Contractor, the Institute shall be entitled to recover liquidated damages at the rate of 0.5% of the total fees for each week of delay limited to a maximum of 10% of the total actual fees payable.

Labour Laws:

The contractor will follow all labor laws/acts of Central Govt. and local Govt. applicable from time to time. He should maintain a proper attendance register and record of wages paid to the workers and these documents should be submitted to IIM Lucknow Noida Campus on demand along with the record of complaints and whenever asked. The bidder should note that wages paid to the workers by the contractor should not be less than the minimum wages notified by the Chief Labour Commissioner (Central) from time to time for their respective category. The agency shall comply with all Acts, Laws, and Regulations applicable to the area with regard to the performance of the work including, the Minimum Wages Act, 1948, Contract Labour (R&A) Act, 1970, Workmen's Compensation Act, 1923 Industrial Dispute Act, 1947 and take such steps as may be deemed necessary in this regard. **It will be solely the contractor's responsibility to face any consequences arising out of non-compliance with various labor laws.** The contractor shall keep IIM Lucknow Noida Campus indemnified and if IIM Lucknow Noida Campus has to incur some expenditure due to nonpayment of wages to the labor or noncompliance with various labour laws by the contractor, the same will be recovered from the contractor's bill or from performance security or any other amount due, along with 10% on account of departmental charges.

1. The rate quoted by the tenderer shall be the total sum of material & labour at the IIM Lucknow Noida Campus, Including GST, and/or any other statutory Tax applicable.
2. If any discrepancy/misprint is noticed / specification or BOQ, it should be clarified by the Institute before quoting the rate.
3. The following procedures shall be adopted in case of difference in quoted rates in figures and words and extensions:
 - a. Where there is a difference between rates in figures and the rates, quoted in words shall be considered as correct.
 - b. Where the amount of an item is not worked out or it does not correspond to the rate either in figure or in words, the rates quoted in words shall be considered as a correct and necessary extension made.
 - c. Where the rate quoted by the tenderer in figures and words tally, but the amount is not worked out correctly, the rates quoted by the tenderer shall be considered correct and the amount shall be corrected accordingly.
4. **The Indian Institute of Management, Lucknow does not bind themselves to accept the lowest or any other tender and reserves the right to accept or reject any or all the tenders either in full or in part without assigning any reason.**
5. The tender shall be opened & evaluated by the tender committee and the successful tenderer shall be

informed through the CPP portal.

6. If any of the documents submitted through cpp portal by the tenderer is found fake, even after the acceptance of tender, the contract will be terminated for which the concerned tenderer will itself be responsible and no compensation, etc., will be paid by the IIM, Lucknow Noida Campus and EMD will forfeited for such bidder.
7. The Director or competent authority of the Indian Institute of Management, Lucknow reserves the right to reject any or all the tenders without assigning any reason. No claim, whatsoever, shall be entertained on this account.
8. The uploaded document of the successful tenderer may be verified with the original at the time of the work order/ Agreement.
9. Tenderers are encouraged to perform due diligence and inform themselves fully about the scope of work.
10. No support of manpower, material (Tools/ Machinery, etc.), cartage or transport, etc. will be provided by the Institute. All these have to be arranged by the contractor at their own cost.
11. **Site Inspection:** The Tenderer is requested to inspect the site before filling the Tender Documents. He/She must clarify all doubts regarding the nature of work, if any, before submission of the Tender Document. In this matter, the Engineer-in-charge could be contacted on telephone No. 0120-6678532, for the purpose and any assistance in this regard.
12. **Payments:** No advance payment will be made. The payment will be released only after the satisfactory completion of complete work and verification by the Engineer-in-charge.
13. **DEVIATIONS TO TENDER CLAUSES:** Tenderers are advised to submit the tender strictly based on the terms and conditions and specifications contained in the Tender Document and not to stipulate any deviation. Conditional tenders are liable to be rejected.
14. The tenderers must thoroughly inspect the systems and furnish their quotes in —as is where is condition. All ACs shall be handed over in running condition.
15. **TAKING OVER AIR CONDITIONERS FOR AMC CONTRACT:** The All air-conditioners shall be taken from the department on “as and where installed” basis in running condition. After completion of the contract, contractor shall hand over the system in perfect running condition (complete in all respects as per inventory) to the department.

33. Safety Code: The Contractor shall at his own expense arrange for the safety provisions as appended to these conditions or as required by the Engineer-in-Charge, in respect of all labour directly or indirectly employed for the performance of the works and shall provide all facilities in connection therewith. In case the Contractor fails to make arrangements and provide necessary facilities as aforesaid the Engineer-in-Charge shall be entitled to do so and recover the cost thereof from the Contractor.

The IIML-Noida Campus shall not be liable for any accident, injury, or for any other mishap caused to him/them/their employees/agents and labour employed by the contractor and for any kind of damage during the execution of the contract or work done. For any kind of such injury or loss caused to any person/persons mentioned herein above, the contractor shall be exclusively liable.

34. Urgent Works: If any Urgent work (in respect whereof the decision of the Engineer-in-Charge shall be final and binding) becomes necessary and the Contractor is unable or unwilling at once to carry it out, the Engineer-in-Charge may by his own or other workpeople carry it out, as he may consider necessary. If the urgent work shall be such as the Contractor is liable under the contract to carry out at his expenses incurred

on it by the IIML-NC shall be recoverable from the Contractor and be adjusted or set off against any sum payable to him.

35. Tool and Plants: The required tools and plants for carrying out the work shall have to be arranged by the Contractor at his cost and no tools will be arranged by IIML-NC. The Contractor shall keep all required tools at the site.

Theft Clause:

In the event of any theft occurring during the term of the Annual Maintenance Contract (AMC), and upon investigation, if it is found that the personnel or any party associated with the contract is involved in the theft, the Institute reserves the right to impose a substantial penalty. Additionally, the Institute shall recover the full actual cost of the stolen items, along with any other consequential damages, from the contractor. The contractor shall be held fully liable for any loss or damage arising from such incidents.

Termination of the Contract

The contract once awarded can be terminated by either party after giving one-month notice to the other party. Nevertheless, IIML Noida Campus may terminate the contract of the contractor without any notice in case the contractor commits a breach of any of the terms of the contract. IIML, Noida Campus decision that a breach has occurred will be final and shall be accepted without demur by the Contractor.

Arbitration

In the event of any dispute arising between IIML-NC and the Contractor / Agency in any matter covered by this contract arising directly or indirectly from the reformer connected or concerned with the said contract, the matter shall be referred to the Director, IIML-NC who may himself act as sole arbitrator or may name as sole arbitrator an officer of IIML-NC notwithstanding the fact that such officer has been directly or indirectly associated with this contract and the provisions of the Indian Arbitration Act shall apply to such arbitration. The agency expressly agrees that the arbitration proceedings shall be held at IIML-Lucknow.

In case any agency wants to take the dispute to a court of law after the arbitration award as aforesaid, it is clearly understood that only courts in Noida shall have the Jurisdiction.

Resolution of Dispute

If any dispute arises between the parties hereto in connection with the validity, interpretation, or implementation breach of any provision of the contract or regarding a question, including the questions as to whether the termination of the contract by one party hereto has been legitimate, both parties hereto shall endeavor to settle such disputes amicably. The attempt to bring an amicable settlement is considered to have failed as soon as one of the parties hereto, after, reasonable-attempts, which shall continue for not less than 30 days, gives 15 days, notice thereof to the other party in writing.

The place of the arbitration shall be IIM Lucknow. The arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time. The proceedings of arbitration shall be in English / Hindi Language.

Right to Black List

IIML-NC reserves the right to blacklist a bidder for a suitable period in case he fails to honor his bid without sufficient grounds.

Place:

Name of Tenderer: -

Date:

Seal of Firm: -

General Terms and Conditions

1. The IIML Noida Campus shall in no way be responsible for any default with regard to any statutory obligation and the Contractor will indemnify IIML Noida Campus in case of any damage or liability, which may arise on account of the action of the contractor.
2. The Contractor will work in close cooperation with the engineering wing of IIML Noida Campus for the repair & Maintenance services as per the tender.
3. All statutory obligations under various laws from time to time shall be borne by the contractor for which no extra payment shall be made at any time during the contractual period.
4. The agreement will be valid for Comprehensive AMC of Window & Split AC units as incorporated in the contract document. This should be strictly adhered to the contract once awarded can be terminated by either party after giving due notice to the other party.
5. The penalty amount per complaint will be as follows:
6. Major faults not rectified within 12 hours **@ Rs 500/- per day**, the penalty period will be counted after 12 hrs of complaint logged.
 - I. Major faults viz. repairing / replacement of copper coils, motors, gas filling etc. not rectified within 24 hours **@ Rs 1000/- per day**.
 - II. The repairing/replacement of the compressor, if not done within 36 Hrs. **@ Rs. 2000/-per day**.
 - III. Any delay beyond 03 days in rectifying all minor/major faults all repairing of the equipment will be got repaired from the market and the actual cost of the same shall be recovered from the payable amount of AMC
 - IV. In extreme cases, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted at the discretion of the competent authority in case of failure by the contractor to rectify the complaints within the specified time.
 - V. Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
7. In case any employee is found without any information absent from his duty following recovery shall be made from the contractor's bill
 - i. Technician @ Rs 1500/- per day
 - ii. Assistant /Helper @ Rs 1000/- per day
8. Details of all minor/major, routine/preventive repair/maintenance jobs undertaken for each AC shall be entered into the register.
9. Complaint / Feedback / Performance report: - The Contractor will maintain all records of the complaints in the Register.
10. Any damage to the building or any part of the equipment which might result during repair & maintenance shall be repaired by the contractor.
11. Department shall in no way be involved in any dispute of whatever kind, between the contractor and the staff engaged by him.
12. Any damage resulting in the system on account of the negligence or mall- operation shall be made good by the contractor. Nothing extra will be paid for such work.
13. The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the repair & maintenance service to the satisfaction of the Engineer- in - charge or Head Administration of the department and any expenditure incurred therein for alternative arrangements by the Engineer-in-charge shall be recovered from the contractor.
14. The contractor or his representative should not remove, disturb, or dislocate the existing equipment and its parts from their positions until and unless it is authorized in writing by the Engineer - in - Charge. The entire installation should be intact at any time of inspection as was handed over to him at the time of initial taking over of its maintenance and repair. Care shall also be taken not to damage installation by improper handling.
15. The material requires replacement shall be of same quality/manufacturer/OEM and specifications.

The dismantled material shall be the property of the contractor

16. In the event of any breach of the terms of the contract, the contractor shall have to bear a penalty specified in the present terms. However, upon a breach of the contract terms which is not remedied by the contractor within 30 days, IIML, Noida Campus shall be entitled to terminate the present contract without any notice and the contractor shall be required to make good any damage incurred by IIML, Noida Campus.
17. At the time of acceptance of the tender, the contractor shall furnish the details as per the tender clause of staff members along with contact details to the IIML-NC who will look after the maintenance work of AC's which shall be deputed after submission of mentioned education & experience proof.
18. The replacement of compressors, which are under warranty/guarantee will be replace by the AMC provider through the concerned OEM.
19. All the technicians and helpers posted on duty shall sign the attendance prescribed for the purpose. Any absence/default in this regard would involve a proportionate deduction of AMC charges payable to the service provider.
20. Repeated absence/default in this regard shall lead to termination of the contract.
21. 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.
22. Transportation of Air-Conditioner Units from the office buildings to the service provider's workshop, from one building to another, and from the service provider's workshop to the office buildings, will be at the cost of the contractor.
23. The material parts being replaced shall be of OEM (MAKE- VOLTAS/LG/LLOYD/Blue Star/Daikin) authorized makes and specifications.
24. The present break-up details of the ACs installed are mentioned below:

Installed AC details at IIML-NC				
Sr. No.	Details of AC Units	Capacity	Make	Qty.
1	Window AC	1.5 TR	LG	18
2	Window AC	1.5 TR	LLOYD	58
3	Window AC	1.5 TR	VOLTAS	68
4	Window AC	1.0 TR	VOLTAS	159
5	Split AC	2.0 TR	BLUE STAR	8
6	Split AC	1.5 TR	DAIKIN	2
7	Split AC	1.5 TR	VOLTAS	2
8	Cassette	2.0 TR	VOLTAS	1
Total				316 (Nos.)
Note: The number of ACs may decrease or increase $\pm 10\%$.				

DECLARATION REGARDING BLACKLISTING / DEBARRING FROM

TAKING PART IN Govt. TENDER BY GOVT. DEPT./PSU's

I/We Proprietor/ partner(s)/ Director(s) of M/S _____ hereby declare that
the _____ Firm/ _____ Company _____ namely
M/S _____ has not been black listed
or debarred in the past by any Government or Semi-Government organization from taking part in
Government Tenders.

In case the above information found false, I/We are fully aware that the tender/contract will be
rejected/canceled by the Director, IIM, Lucknow and EMD/SD shall be forfeited. In addition to the
above Director, IIM, Lucknow will not be responsible to pay the Bills for any completed/ partly
completed work.

Signature of the Tenderer _____

Name _____

Capacity in which as signed _____

Seal of the Firm



भारतीय प्रबंध संस्थान, लखनऊ नोएडा परिसर

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW NOIDA CAMPUS

Plot no. B-1, Sector -62 Institutional Area, Noida-201307, U.P

Contact No Tel: 0120-6678545, 8509 – 8426 | Fax: 0120-6678506

Website: www.iiml.ac.in; E-mail:- electricitync@iiml.ac.in purchase_iimlnc@iiml.ac.in

ANNEXURE-D

FINANCIAL BID

E-Tender Notice inviting for Comprehensive Annual Maintenance Contract (CAMC) of Window / Split Air conditioners (316 nos.) LG & Voltas Make, installed at IIM Lucknow, Noida Campus

the Bidder/
Bidding
Firm /
Company :

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be updated after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only). GST will be extra as applicable

Note:

- This will be an all-inclusive contract, covering all materials, labor, and equipment required for the proper maintenance of 316 air conditioning units.
- The number of air conditioning units may vary (increase or decrease) as per the institute's requirements. In such cases, payment will be made on an actual basis, calculated pro rata.
- The quoted amount for Part B will constitute the AMC portion of the contract. The contract will be awarded based on the costs for Part B, while Part A will be treated as a rate for services on an as-needed basis.
- If different firms emerge as L1 for Part A and Part B, the firm awarded Part B will be required to match the L1 price for Part A (Annual rate specifically for item replacements).

NUMBER #	TEXT #	TEXT #	NUMBER	TEXT	NUMBER	NUMBER #	NUMBER	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	Estimated Rate in Rs. P	BASIC RATE in Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8	9
1	Part -A (ANNUAL RATE CONTRACT for Replacement of below mentioned item with Buyback)	item1						
1.01	1.0 Ton Window AC	item2	1.00	Each	1.00		0.00	INR Zero Only
1.02	1.5 Ton Window AC	item3	1.00	Each	1.00		0.00	INR Zero Only
1.03	1.5 Ton Split AC	item4	1.00	Each	1.00		0.00	INR Zero Only
1.04	2.0 Ton Split AC	item5	1.00	Each	1.00		0.00	INR Zero Only
1.05	FAN Motor (with Capacitor)	item6	1.00	Each	1.00		0.00	INR Zero Only
1.06	Voltage Stabilizer Repair	item7	1.00	Each	1.00		0.00	INR Zero Only
1.07	Replacement of Remote	item8	1.00	Each	1.00		0.00	INR Zero Only
1.08	Refrigeration Pipe with insulation and 4 Core Cable for Split AC	item9	1.00	Each	1.00		0.00	INR Zero Only
2	Part B (Window & Split ACs (316 Nos.) Repair & Maintenance Charges for FY 2025-26 (Including all types/capacity of ACs as per Scope of work mentioned in	item10						
2.01	First Year CAMC Amount (in Rs.)	item11	316.00	Nos	1.00		0.00	INR Zero Only
2.02	Second Year CAMC Amount (in Rs.)	item12	316.00	Nos	1.00		0.00	INR Zero Only
2.03	Third Year CAMC Amount (in Rs.)	item13	316.00	Nos	1.00		0.00	INR Zero Only
2.04	Fourth Year CAMC Amount (in Rs.)	item14	316.00	Nos	1.00		0.00	INR Zero Only
Total in Figures							0.00	INR Zero Only
Quoted Rate in Words							INR Zero Only	

Note:

- This will be an all-inclusive contract, covering all materials, labor, and equipment required for the proper maintenance of 316 air conditioning units.
- The number of air conditioning units may vary (increase or decrease) as per the institute's requirements. In such cases, payment will be made on an actual basis, calculated pro rata.
- The quoted amount for Part B will constitute the AMC portion of the contract. The contract will be awarded based on the costs for Part B, while Part A will be treated as a rate for services on an as-needed basis.
- If different firms emerge as L1 for Part A, the firm quoted L1 for Part B will be required to match the L1 price for Part A also (Annual rate specifically for item replacements).
- I/We confirm that we have read and understood all terms and conditions of this tender document, and hereby agree to comply with them. I/We certify that all the information provided is accurate to the best of my/our knowledge. In case any information is found to be incorrect, my/our application will be disqualified.

Thanking you,

Place:
Date:

Name & Signature of the Contractor with seal

(Company Seal & Signature of the Tenderer)