



SOFTWARE TECHNOLOGY PARKS OF INDIA
 सॉफ्टवेयर टेक्नोलॉजी पार्क्स ऑफ इंडिया
 (Ministry of Electronics & I.T. (MeitY), Govt. of India)
ELITE Building, Plot No.2/A, IDCO Industrial Area,
Gothapatna, Bhubaneswar – 751 003, Odisha
Tel: 0674-2300412/413, Fax: 0674-2302307

निविदा सूचना / TENDER NOTICE

Tender Title : RFP for Comprehensive Annual Maintenance Contract (AMC) and Repairing of Air Conditioning system at STPI-Balasore
Tender Ref. No. : 234/27(13)/1935/STPI-BH/2021 Date::11.02.2021
Last Date & Time : 04.03.2021 by 16:00Hrs

1. निविदा का प्रणाली / MODE OF TENDERING : दो प्रस्ताव प्रणाली / Two-Bid System

प्रस्ताव एक मुहरबंद लिफाफा या सीपीपी ई-खरीद ऑनलाइन पोर्टल में निम्नलिखित के अनुसार एकल प्रस्ताव प्रणाली के अंतर्गत जमा करने की जरूरत है। / Tender to be submitted in Sealed Two Bid System in either CPP e-procure online portal or manually in Separate Covers as per the following:

लिफाफा -I / Cover-I: तकनीकी प्रस्ताव / Tender fee, Pre-qualification & Technical Bid

लिफाफा -II / Cover II: वाणिज्यिक प्रस्ताव / Financial Bid

निविदा एक मुहरबंद लिफाफा में जमा करें और लिफाफा के शीर्ष पर यह लिखे होना चाहिये / These two separate sealed envelopes one for technical bid super scribing on the top “tender fee & technical Bid” and another for financial bid super scribing on the top as “Financial Bid” has to be submitted in one sealed envelope and written on the top of envelope **“BID FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF AIR CONDITIONING SYSTEM INSTALLED AT STPI-BALSORE”** और संबोधित इन्हें किया जाना चाहिये / and addressed to “निदेशक, सॉफ्टवेयर टेक्नोलॉजी पार्क्स ऑफ इंडिया, इलीट बिल्डिंग, प्लॉट नंबर 2 / ए, आईडीसीओ इंडस्ट्रियल एरिया, गोठपटना, पीओ-मालीपाड़ा, भुवनेश्वर, ओडिशा” / “The Director, Software Technology Parks of India, ELITE Building, Plot No.2/A, IDCO Industrial Area, Gothapatna, PO-Malipada, Bhubaneswar – 751 003, Odisha”

महत्वपूर्ण तिथि एवं तथ्य / Critical Date & Fact Sheet

प्रकाशन तिथि/ Date of Publishing	11.02.2021
प्रस्ताव प्रस्तुत करने की तिथि/ Bid Submission Start date & Time	11.02.2021, 17:00 Hrs
प्रस्ताव जमा करने की समाप्ति तिथि/ Bid submission End Date & Time	04.03.2021, 16:00 Hrs
प्रस्ताव खोलने की तारीख/ Bid Opening Date & Time	05.03.2021, 16:00 Hrs at STPI, Bhubaneswar
प्रस्ताव की वैधता/ Validity of Bid	90 Days from the date of closing
निविदा आमंत्रित प्राधिकारी/ Tender Inviting Authority	Director, STPI-Bhubaneswar
वित्तीय बोली खोलने की तिथि/ Financial Bid opening Date	Will be notified later only to the technically qualified agency/bidder

निविदा दस्तावेज किसी भी समय वेबसाइट www.bbs.stpi.in से डाउनलोड किया जा सकता है। / Tender can be downloaded any time from STPI website www.bbs.stpi.in. Please keep visiting our website for any corrigendum / amendments and submit the bid documents accordingly. Changes made in the tender documents due to reasons beyond the control of STPI will be uploaded on the website only and no additional notification will be issued in Newspaper.

निविदा दस्तावेज से संबंधित किसी भी स्पष्टीकरण / प्रश्नों के लिए, कृपया खरीद समन्वयक से संपर्क करें। / For any clarifications/quires on the tender document, please contact the Local officials Mr. Biswakishore Dey, MTSS ES-VI, M: 9853224433, STPI, IDCO Plot No.2, Bampada Industrial Estate, Chhanapur, Balasore-756056, Tele Fax 0678-2255958 and Purchase Coordinator (s.mohanty@stpi.in) at above given contacts.

INDEX

SL. NO.	CONTENT	PAGE NO.
1.	INSTRUCTION TO BIDDERS & GENERAL TERM AND CONDITIONS	3
2.	SCHEDULE OF REQUIREMENT	11
3.	SPECIFICATIONS AND ALLIED TECHNICAL DETAILS	13
4.	ANNEXURE-A (TECHNICAL BID)	15
5.	ANNEXURE-B (OEM AUTHORIZATION FORMAT)	17
6.	ANNEXURE-C (EMD UNDERTAKING FORMAT)	18
7.	ANNEXURE-D (BANK GUARANTEE FORMAT)	19
8.	ANNEXURE-E (FINANCIAL BID)	20

INSTRUCTION TO BIDDERS & GENERAL TERMS & CONDITIONS

1.0 INTRODUCTION

Software Technology Parks of India (STPI) is a Society under Ministry of Electronics & Information Technology (MeitY), Government of India. Established by the Government of India in 1991 with an objective to encouraging, promoting and boosting the Software Exports from India.

1.1 ELIGIBILITY OF BIDDERS

Bidder shall be an Original Equipment Manufacturer (OEM) or an approved authorized service provider of the OEM for providing Comprehensive AMCs and repairing (if any required as is where is basis) for air conditioners with well established servicing facility in Bhubaneswar. Proof of supporting documentary evidence should be submitted as per the instructions mentioned in the tender documents.

Technical Evaluation

The Technical Bids will be evaluated by the Committee on the basis of Technical Eligibility Criteria as specified here under. The following documents (self attested) are required to be submitted along with bid document.

- i. The bidder should be an Original Equipment Manufacturer (OEM) or an approved authorized service provider of the OEM. In case of OEM authorized service provider, **Certificate from OEM as per annexure-B in this regard should be provided**
- ii. **The bidder must have their local office and service center in Balasore or Bhubaneswar, Odisha.** Documentary evidence such as Property tax bill/Electricity Bill/Telephone Bill/G.S.T.-C.S.T. Registration/Lease agreement etc. for the same needs to be submitted.
- iii. Bidder should have experience of minimum 5 years in providing the product/services. Bidder shall have satisfactorily completed “Similar” works during the last 5 years as on 31st March 2020 with a Government Department / Public Sector Undertaking / Government Autonomous Bodies / Financial Institutions / Insurance Companies / Banks / Corporate Offices / IT companies.
 - a) One Similar AMC work of 136 HP (or)
 - b) Two Similar AMC works of 85 HP (each) (or)
 - c) Three Similar AMC works of 68 HP (each)
 (“Similar” works shall mean Comprehensive AMC & Day-to-Day operations Contract of one year for VRF type Air conditioning system) Documentary evidence such as work order, experience certificate, etc. to be submitted.
- iv. The bidder shall have necessary valid certificate for GST and/or PAN. Documentary evidence to be submitted.
- v. The bidder must have an average annual financial turnover during the last 3 years, ending 31st March 2019, should be at least Rs.10.0 lakhs. Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years, i.e. 2017-18, 2018-19 & 19-20.

Note: Supporting documents needs to be submitted in regards to eligibility criteria.

1.2 VALIDITY OF QUOTATION:

Bid validity should be 90 days from the specified date of closing.

STPI-Bhubaneswar may ask for the bidder's consent to extend the period of validity. Such request and the response shall be made in writing only. The bidder is free not to accept such request without forfeiting the EMD. A bidder agreeing to the request for extension will not be permitted to modify his bid.

1.3 SUBMISSION OF BIDS & GENERAL TERMS

1.3.1 The tender can also be downloaded from web site (www.bbs.stpi.in or www.eprocure.gov.in)

1.3.2 The tender should be submitted either in CPP portal in Two-Bid system.

BID - Part I: TECHNICAL

Bidders are requested to either upload the required scanned copies of files or submitted the documents manually as per the following:

- a. Undertaking towards EMD (Earnest Money Deposit) as per format given in Annexure-C
- b. Copies of the Company documents/information as per the format & instructions mentioned in eligibility criteria of bidder and tender document along with filled Annexure-A & B.
- c. Duly signed and stamped on each page of tender documents by authorize person.

BID -Part II: COMMERCIAL

- a. Commercial Bid as per the format & instructions mentioned in the tender document.

1.3.3 MSE bidders should declare their UAM number on CPPP, failing which such bidders will not be able to enjoy the benefits as per Public Procurement Policy for MSEs Order 2012.

1.3.4 The bidders are advised to acquaint themselves fully with the location of the building/ space and terms and conditions including all the provisions of the Tender Document before submission of their tender.

1.3.5 The tender documents shall be treated as "confidential"

1.3.6 Bid shall be submitted with a forwarding letter on letter head of the bidder/agency duly signed and stamped by authorised signatory on each page to ensure the compliance of scope, services and general terms and conditions of the tender under reference.

1.3.10 Technical Bid should be submitted by the bidder strictly as per Bidder eligibility criteria with documentary evidences prescribed.

1.3.11 No overwriting, corrections and cutting in Financial bid format is permitted. All entries in the bid/tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached.

1.3.12 Each page of the tender document should be signed and stamped by authorized signatory. Alterations, if any, in the quotation should be attested by the tenderer, failing which the tender is liable to be rejected.

1.3.13 Rates of all items should be quoted; otherwise the bid shall be rejected. Rates should be quoted both in Figure & Words inclusive of applicable taxes and duties. The prices quoted should be firm and for free delivery/work at the site as mentioned above inclusive of Transit Insurance, Excise Duty and Entry Tax if any.

1.3.14 STPI shall not be responsible for postal or any other delays. Bids received in an envelope that is damaged/torn or merely stapled will be summarily rejected.

1.3.15 Pre-Bid Inspection / Survey: The bidder may visit the site at **STPI, IDCO Plot No.2, Bampada Industrial Estate, Chhanapur, Balasore-756056, Tele Fax 0678-2255958** to have an understanding of the requirement during working hours of STPI. Local Contact Person: Mr. Biswakishore Dey, MTSS ES-V, M: 9853224433.

1.3.16 The selected bidder shall undertake to abide sincerely by all rules, regulations and laws of land for their responsibilities to run the Cafe and shall agree to keep itself liable and responsible for any such violation directly or indirectly related to their responsibilities for the contract.

1.3.17 Bids once submitted shall not allow to be withdrawn. Any default after acceptance of bid shall be deemed to be non compliance to the terms of contract and would be liable to forfeiture of EMD deposit and cancellation of contract.

1.3.18 Bidders/authorized representative duly authorized in writing on letterhead are requested to be present at the time of opening of the bids. If the date of tender opening, by any chance happens to be a holiday, the tender will be opened on the next working day at the stipulated time.

1.3.19 STPI, however, reserves the right to terminate/curtail/cancel the contract at any time after giving one week's notice to the Agency owing to deficiency of service, sub-standard quality of stores, breach of contract, etc. In such case successful bidder will not be admissible for any kind of compensation.

1.3.20 Once the rates are finalized, no increase will be considered in the rates quoted by the agency in any case during the period of the contract.

1.3.22 STPI also reserves the right to modify/relax any of the terms & conditions of the tender. STPI reserves the right to reject any or all of the tenders or accept them in part or to reject lowest tender.

1.3.22 Canvassing in connection with tender is strictly prohibited and the tenders submitted by bidders who resort to canvassing will be rejected.

1.3.23 The successful agency/bidder shall not be allowed to transfer, assign, pledge or sub contract its right and liabilities under the contract to any other agency.

1.3.24 The bidder will be bound by the details furnished by him/her/them to STPI while submitting the tender/bid or at subsequent stage. In case, any of such documents furnished by the bidder or successful bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her/them liable for legal action besides termination of contract.

1.4 BID CURRENCIES:

1.4.1 Prices shall be quoted in Indian Rupees (INR).

1.4.2 The bidder shall give the total composite price inclusive of all Levies & Taxes i.e. GST, Labour, Transportation, any incidental services etc on company's Letter Head. However detailed break up of all components need to be specified as per the price schedule format.

1.5 CLARIFICATION REGARDING TENDER DOCUMENT:

1.5.1 A prospective Bidder requiring any clarification about the Tender Document may request STPI in writing by Fax/ E-Mail (s.mohanty@stpi.in)/ Speed post at the STPI's address indicated in the Invitation for Bids.

1.5.2 The clarification and queries must be submitted in the following format.

Sl. No	Section No	Clause No & Page No	Reference / Subject Clarification

1.5.3 At any time prior to the last date of submission of bids, Tendering Authority (STPI) may for any reason be able to modify the RFT.

1.5.4 Any modifications in RFT or reply to queries shall be hosted only on www.eprocure.gov.in and www.bbs.stpi.in and such amendments shall be binding on the bidders. The bidder will be fully responsible for downloading of the RFT, its clarifications and amendments for their completeness.

1.5.5 STPI at its discretion may extend the last date for the receipt of Bids.

1.5.6 STPI reserves the right to accept/reject/cancel any (bid) or all bids or the RFT at any time prior to award of contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of the Purchaser's action.

1.6 BID SECURITY (EMD) /SECURITY DEPOSIT/PERFORMANCE GUARANTEE

1.7.1 Bidder has to submitted a Bid securing declaration as per format given in Annexure-B.

1.7.2 Successful bidder has to submit **Performance Bank Guarantee (PG)/ remit Security Money equivalent to 5% of annual contract value** valid for a period of three months beyond the date of completion of all contractual obligations/tenure, within two week after issuance of work order. The same will be returned after the completion of contract without interest.

1.7.3 In case of non-submission of Performance security in **the form of Bank Guarantee (PG)** issued by a Nationalized/scheduled Bank or through Digital payment mode (RTGS/ NEFT), same will be either adjusted from interest free EMD and/or deducted from the payment.

1.7 BID OPNEING AND EVALUTION OF BIDS

1.7.1 STPI-Bhubaneswar will open the bid documents, in the presence of authorized bidder's representatives who choose to attend, at the date and time specified in the tender. The bidder's representatives, who are present, shall sign an attendance register. Authorization letter to this effect shall be submitted by the bidder/representative before they are allowed to participate in bid opening.

1.7.2 A maximum of two representatives for any bidder shall be authorized and permitted to attend the bid opening.

1.7.3 STPI-Bhubaneswar shall evaluate the General bidder's eligibility documents, Technical proposals and check for the completeness of the document as per the tender requirements, computational errors, if any, Submission of EMD, signature of the authorized signatory etc.

1.7.4 STPI-Bhubaneswar may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided that such waiver does not prejudice or affect the relative ranking of any bidder.

1.7.5 STPI-Bhubaneswar may ask to submit shortfall documents and/or supporting documents for evaluation of technical bid, if required. However, no clarifications at the initiative of the Bidder shall be entertained after the submission of proposal.

Financial Evaluation Criteria

1. The Financial Bid of only those bidders/tenderers will be opened whose Technical Bid are found in order. The Financial Bid shall be opened at later stage. The Scheduled time and venue etc will be communicated to only those bidder/tenderers whose technical bids are found in order.
2. **L1 may be selected on the basis of lowest quote in the Grand Total under commercial offer as per price schedule.**
3. In case two or more bidder quoted similar L1 rates then the bidder having more technical capability will be considered as L1. OEM shall be given more weightages.
4. The rates in the financial bid should be strictly as per *Annexure-E*.

1.8 AWARD OF CONTRACT:

1.8.1 STPI shall issue WO/PO to the L1 bidder, prior to the expiry of the period of Bid validity.

1.8.2 The Successful Bidder shall give his acceptance within 1 week days from the date of issue of WO/PO.

1.8.3 The liability of the successful bidder to perform the job will commence from the date of notification of Award. The Completion Period shall be counted from the date of 'Notification of Award of Job'.

1.8.4 The selection of Air Conditioning system to put under C-AMC is tentative and subject to decrease at the time of finalization of tender/work/supply considering the cost require to be incurred for repairing.

1.8.5 **Initially, the contract will be awarded for a period of One Year. There after formal C-AMC order will be issued on year to year basis for next 6 years as per terms & conditions in tender document and quoted Price with applicable taxes as time to time.** The systems which require repairing shall be cover under C-AMC after complete rectification of the same.

1.8.6 In case of poor workmanship and non-compliance of tender/agreement or services provided by the contractor are not found to be satisfactory, STPI may terminate the contract by giving 15 days notice during the period of contract and shall be forfeited the performance security deposit.

1.8.7 The successful bidder may also opt for premature cancellation of the contract by giving 45 days notice in writing. If contract was cancelled without any notice or proper justification, STPI reserves the right to forfeit the EMD/PG of the successful bidder.

1.9 PAYMENT TERMS

1.9.1 The C-AMC Payment will be released in 4 quarterly installments, payable at the end of each quarter. In case of non submission of Performance Bank Guarantee/ Security money within stipulated time period, the first C-AMC service payment under the contract will be paid to the successful bidder after deducting 5% of the tender value, which shall be paid to the successful bidder after expiry of Contract Period.

1.9.2 **Any payment in advance, subjected to submission of Bank guarantee of equivalent amount.**

1.9.3 The payment towards C-AMC shall be made considering unit rate per HP capacity on actual basis initially, as few machines are right now not in regular uses and few are required repairing.

1.9.4 The onetime repairing cost will be paid after successful repair of faulty ACs and on submission of invoice along with repairing report duly certified by concern STPI Team. The gas charging if any required for repairing shall be carried out after completion of ongoing interior work and accordingly payment for same shall be released after completion of work.

1.9.5 The payment shall be made through NEFT/RTGS after submission of invoice along with the periodic Service report duly signed by the authorized officer/user subjected to satisfactory performance report by concerned officer and will be released through cheque after deducting TDS as applicable.

1.9.6 The tax invoice should clearly mention the GSTIN of both parties, GSTIN for TDS of parties, HSN/SAC code and bank details. However taxes as applicable from time to time.

1.10 FORFEITURE OF EMD /SECURITY DEPOSIT/PERFORMANCE GUARANTEE

1.10.1 If the successful bidder/agency refuse/fails to accept Purchase Order/LOI/WO issued by STPI or the job assigned to the agency/bidder are not done as per the scope of work/schedule of requirement, EMD/Security Deposit/Performance guarantee will be forfeited and the bidder will not be entertained in future tendering systems of STPI for three years.

1.10.2 If the Bidder withdraws tender before/after finalization of the tender, EMD will be forfeited.

1.10.3 If the contract is terminated by STPI due to poor supply/violation of any clause of agreement or any bad act of selected bidder, security deposit/PG will be forfeited.

1.10.4 In case of unreasonable price quoted by the bidder for disrupt the tender process EMD of such bidder will be forfeited.

1.10.5 Failure of the successful bidder to comply with the requirement of Acknowledgment to Letter of Intent/ work order/purchase order shall be sufficient ground for the annulment of the acceptance of the proposal and forfeiture of the bid security in which event the STPI-Bhubaneswar may make the offer to next eligible bidder at its discretion or call for new proposals.

1.11 REJECTION OF THE BID

1.11.1 The bidder is expected to examine all instructions, formats, terms & conditions, and scope of work in the bid document. Failure to furnish complete information or false information/documents which is not substantially responsive to the bid document in all respect shall result in rejection of bid.

1.11.2 In respect of interpretation/clarification of this bid document and in respect of any matter relating to this bid document, the decision of STPI-Bhubaneswar shall be final.

1.11.3 The bidder will have to furnish the requisite document as specified in the bid document, failing which the bid is liable to be rejected.

1.11.4 No prices are to be indicated in the Technical Bid and if the prices are mentioned in the "Technical Bid" it may lead to rejection of the bid.

1.11.5 Bids not submitted as per two bid system will be summarily rejected.

1.11.6 Bids without paper cost & EMD money will be summarily rejected

1.11.7 The bids received after specified date & time shall not be considered.

1.11.8 The bids received through Fax/-email or any other mode other than specified in the tender document shall not be considered.

1.11.9 Conditional bids shall not be considered and will be out rightly rejected on very first instance.

1.12 LIQUIDITY DAMAGES

1.12.1 Contracts are subjected to Liquidity Damages

- I. Deviation in any of the terms of the WO with due acceptance from STPI will not attract any liquidity damages.
- II. The following liquidity damages are levied if there is a delay in the delivery of service defined in the Contract Order:
 - a. In case the service provider defaults in rendering the service beyond 24 hours in that case a penalty @ of 1% per instance per day subject to the maximum limit of 5% of total C-AMC value for the particular quarter, after this STPI reserve the right to either forfeit the PBG or release no payment equal to the AMC amount of a quarter..
 - b. In case the AC unit under C-AMC is not repairable within the office, the same shall be carried to Contractor workshop at his own expense with written permission of STPI. The units carried to the workshop shall be repaired within 2 days, failing which STPI shall be free to impose a penalty as mentioned above.
 - c. If OEM or OEM specific component is not used as maintenance spare, the cost of the equipment will be paid by the vendor if the equipment becomes unserviceable.
 - d. Beyond one week fail to rectify any faulty equipment, then the equipment will be get repaired in the open market, the actual cost of the same shall be recovered from the contractor. 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.
 - e. Any damage resulting to the system on account of the negligence or mal- operation shall be made good by the contractor. Nothing extra will be paid for such work.

1.13 CANCELLATION BY DEFAULT

STPI Bhubaneswar may, without prejudice to any other remedy for breach of work order, by written notice of default sent to bidder, cancel the work order in whole or part:

- I. If the Bidder/agency fails to provide services within the time period specified in the work order.
- II. If the Bidder/agency fails to perform any other obligations under the work order.

1.14 BLACKLISTING

Company/Firm blacklisted by Govt./PSU/Corporate organization are not eligible to participate in the bidding process. If at any stage of bidding process or during the currency of work order, such information comes to the knowledge of STPI, STPI shall have right to reject the bid or cancel the work order, as the case may be, without any compensation to the bidder. The bidders have to be submitted an under taking for not being black listed since last 3 years by any Govt./PSU/Corporate organization.

1.15 ARBITRATION

All disputes or difference whatsoever arising between the parties out of or relating to the meaning and operation or effect of the work order or the breach thereof shall be settled by reference to arbitration as per Indian Arbitration Act. In such case the same shall be referred to the sole arbitration of Director, STPI-Bhubaneswar.

1.16 FORCE MAJEURE

If, at any time, during the continuance of the agreement, the performance in whole or in any part by either party of obligation under the agreement shall be prevented or delayed by reasons of any war, hostile acts of the enemy, civil commotion, subrogate, fire, floods, earthquakes, explosions, epidemics, strikes and quarantine restrictions by acts of God, (herein after referred to as eventualities) then provided notice of the happening of any such eventualities is given by either party to the other within two days from the date of occurrence thereon, neither party shall, by reason of such eventualities be entitled to terminate this contract agreement nor shall either party have any claim of damages against the other in respect of such non performance or delay in performance. Performance of the contract agreement shall, however be resumed as soon as practicable after such eventuality has come to an end.

SCHEDULE OF REQUIREMENT

2.0 SCOPE OF WORK

The selected contractor shall be responsible to provide comprehensive AMC and **repairing (if any required as is where is basis)** of all AC units installed at STPI-Balasore as per product specifications and requirement mentioned at Section 3.0. The Comprehensive AMC will include:

2.0.1 Services:

- A. Four Routine Services of IDUs and ODUs.
- B. Attending to breakdown calls.

Spare parts: Compressor, Fan motor, PCBs, Magnetic Switch, Other electrical parts in the Equipment.

2.0.2 Exclusions: The following parts/services are not covered under this contract- All plastic parts, Air filter, Sheet metal parts, Condenser and Evaporator Coils, Remote controller, Voltage Stabilizers, Circuit breaker (MCB), Thermocol parts, any damage due to site conditions due to Rats / insects.

2.0.3 Routine Service and Breakdown Service including free repair/ replacement of parts mentioned in above and Gas charging whenever required.

2.0.4 Routine Service includes Routine Inspection, checking, regular cleaning of air filters and servicing the Air Conditioner once in every three months (4 times in a year) spaced out as evenly as possible. Should there be a breakdown call closer to the Periodic Routine Service, maximum one week in advance; Routine Service will be carried out along with the breakdown service.

2.0.5 A Local contact number of service desk shall be provided for logging the fault. The Bidder shall provide an escalation matrix for the STPI complaints.

2.0.6 The air conditioners that are not serviceable by the agency / beyond economical repair due to obsolescence of technology or non-availability of parts / components / assemblies will be withdrawn from the maintenance contract. The decision of engineer in charge regarding non-availability and obsolescence of technology will be final. Withdrawal of such air conditioners shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.

2.0.7 Preventive maintenance service would be carried out by the service provider regularly to keep the equipment running in a trouble free condition during the period of contract.

2.0.8 A record of preventive maintenance carried out would be maintained by you and duly certified by the authorized officer. The contractor will maintain history sheet of equipments under maintenance contract with detailed specification.

2.0.9 Details of all minor/major, routine/preventive repair/maintenance job undertaken shall be entered into the history sheet.

2.0.10 The bidder must carry out an inspection of site for the Air Conditioners Installed at STPI-Balasore. A bidder shall be deemed to have full knowledge of the site / equipment whether he inspects it or not and no extra charges consequent on misunderstanding or otherwise shall be allowed.

2.0.11 It shall be responsibility of the Firm to handover the AC units to this office under contract in working condition at the expiry of the contract.

2.0.12 The firm shall use only OEM genuine spare parts for replacement.

2.0.13 In case of replacement of any item under AMC, the original bill will be provided to this office and warranty rights will remain with STPI.

2.0.14 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 service provider.

2.0.15 STPI will not provide any tools and instruments to the service Engineer for the purpose of servicing the equipment covered by the contract. Vacuum cleaner / Blower required for cleaning the Air conditioner along with necessary skilled manpower will be managed by the service provider.

2.0.16 In off season there is during the lien period of winter the contractor shall attend all the Air conditioner units for major attentions and keep the equipment ready for use for the next summer.

2.0.17 Regular Cleaning of filters of all the air conditioners as required to conserve the energy and checking of current drawn by each AC to know the healthy condition of the ACs.

2.018 Response & Resolution: Within **2 Hour** after getting verbal complains from STPI (24hrs & 7 days in week) and the resolution will be on best effort basis at on site. Rectification / resolution time shall be 8 hours. If there will be any delay in resolution beyond 8 hours or hardware fault, necessary Standby of similar or higher capacity / specifications must be provided.

SPECIFICATIONS AND ALLIED TECHNICAL DETAILS**3.0 SCHEDULE OF QUANTITIES AND PRODUCT SPECIFICATION****Daikin make VRV Air Conditioning System**

Sl.No.	Particular	Unit	Qty
1	<u>VRN/VRF Out Door unit(Heat pump type)</u> Supply of modular type outdoor units equipped with highly efficient scroll compressors with minimum one inverter and other constant speed compressors(s), special heat exchanger, OUD dB level less than 71 at a distance 1 Meter, centrifugal fan for condenser, OUD having top discharge with 78.4Pa external static pressure, R-efnet/Y-branch as required, outdoor unit support and capacity as mentioned below. VRV/VRF System shall be suitable for working on 50 °c ambient temperature, Refrigerant R 410A. The COP of ODU mentioned below shall be at 100% load, 39°C ambient temperature and at 25°C DB inside temperature.		
1 (I)	Outdoor Units (170HP)		
	(a) 40HP	Nos	2.00
	(b) 44HP	Nos	1.00
	(c) 46HP	Nos	1.00
1 (II)	INDOOR UNITS with accessories		
	(a) wall mounted split(671 cfm)	Nos	9.00
	(b) ceiling mounted 4-way compact cassette (493cfm)	Nos	1.00
	(c) ceiling mounted 2-way cassette (918 cfm)	Nos	2.00
	(d) ceiling mounted round flow cassette(671 cfm)	Nos	4.00
	(e) ceiling mounted round flow cassette(1130 cfm)	Nos	26.00
	(f) ceiling mounted round flow cassette (1165 cfm)	Nos	5.00
	(g) ceiling mounted medium static ductable(1130 cfm)	Nos	2.00
	(h) ceiling mounted high ststic ductable(2047 cfm)	Nos	1.00
	(i) ceiling suspended(883 cfm)	Nos	1.00
	(j) wireless remotes	Nos	51.00
	(k) Refnets/Y-Joints	Nos	47.00

Ground Floor Indoor AC Details				
Sl. No.	A.C. Type	Qty	Capacity	Wattage
1	Split A.C. (AQ63)	06 Nos.	2 Ton	300 w
2	Cassette A.C. (MQ100)	2 Nos.	3 Ton	820 w
3	Cassette A.C. (FQ100)	14 Nos.	3 Ton	1680 w
4	Cassette A.C. (FQ125)	03 Nos.	4 Ton	360 w
5	Cassette A.C. (ZQ50)	01 No.	1.5 Ton	60 w
	Total	26 Nos		3220 Watt
First Floor Indoor AC Details				
Sl. No.	A.C. Type	Qty	Capacity	Wattage
1	Split A.C. (AQ63)	03 Nos.	2 Ton	150 w
2	Cassette A.C. (FQ63)	4 Nos.	2 Ton	280 w
3	Cassette A.C. (CQ80)	02 Nos.	2.5 Ton	200 w
4	Cassette A.C. (HQ100)	1 Nos.	3 Ton	410 w
4	Cassette A.C. (FQ100)	12 Nos.	3 Ton	1440 w
5	Cassette A.C. (FQ125)	2 Nos.	4 Ton	240 w
6	Cassette A.C. NQ(200)	1 No.	6.5 Ton	1450 w
	Total	25 Nos.		4170 Watt

ANNEXURE-A**TECHNICAL BID DOCUMENT**

1. Name of the Proprietor in case of Proprietary firm/ :
Registered Firm/Company
2. Address of the Firm (With Telephone No. Fax & E-mail) :
3. Contact Person(s) (with mobile number) :
4. Details of Tender fee deposited :
5. Copy of the proof for OEM or authorized by OEM (if any) :
6. Copy of Registration / Incorporation of the firm/company :
7. Copy of PAN number (Photocopy to be attached) :
8. Copy of GSTIN (Photocopy to be attached) :
9. Complete set of signed Tender Document :
10. Bank Account Details :

Name of the Bank	
Account Holder(s) Name	
Bank Account Number	
Account Type	
Branch/ IFS Code	
Address	

11. Proof for successfully completed or executing :
similar works (Satisfactory completion certificate or work order copy to be enclosed).

Sr. No.	Year	Name of the client with the address and contact number	Contract Value	Proof submitted

12. Turnover for last 3 (THREE) years :
(Copies of P & L A/c and Balance Sheet to be enclosed)

Financial Year	Turn over	Supporting Document

DECLARATION

I hereby certify that the information furnished above is full 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, the contract with the vender will be cancelled and security deposit will be forfeited.

I hereby declare that our company has not been debarred/black listed by any Government / Semi Government organizations in India. Our company in the past has also not terminated by the employer during the contract period due to unsatisfactory performance.

I have read and understood all terms and condition of the tender document and agreed upon.

Signature & Seal of the Bidder with date.

ANNEXURE-B

ORIGINAL EQUIPMENT MANUFACTURER (OEM) AUTHORIZATION FORMAT

(Applicable in case of OEM authorized service provider is participating in the tender)

Ref :

Date :.....

To,

Director

STPI

ELITE Building, Plot No.2/A,

Gothapatna, Bhubaneswar- 751003

Odisha, India

Sub : Manufacturer Authorization for Tender No:_____ Dated:_____

Sir,

We, **<OEM/ Manufacturer name>** manufacturer, having our registered office at **<OEM/Manufacturer address>**, are an established and reputed manufacturer of VRF V-III Air Conditioning system.

We confirm that **<Bidder Name>** having its registered office at **<Bidder Address>** is our authorized partner/distributor cum service provider for C-AMC and repairing of the **VRF Air Conditioning system** as per the tender requirements.

We authorize them solely to quote in the above mentioned tender having our equipment/spare parts. Our full support is extended to him in all respects for warranty and maintenance of our products. We also ensure to provide the service support for the installed equipment for a period of SEVEN years of comprehensive AMC.

We also undertake that in case of default in execution of this tender by the **<Bidder Name>**, the **<OEM/Company Name>** will take all necessary steps for successful execution of services & support as per the terms and conditions of the tender.

Thanking You

For **<OEM/ Manufacturer name>**

<(Authorized Signatory)> Name

Designation: Country Head/Legal Head

Employee ID

Email ID:

Phone No:

ANNEXURE-C

LETTER OF UNDERTAKING AND DECLARATION FOR EMD

We..hereby offers for the supply of service conforming to the specifications as mentioned in TENDER DOCUMENT No..... dated.....

We undertake that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, then we will be suspended for the period of time (THREE YEARS) specified in the request for bids document from being eligible to submit Bids for contracts with STPI.

We hereby agree to abide by and fulfill all the terms and conditions of contract annexed hereto and in default thereof to forfeit and pay to the Software Technology parks of India, the penalties or sum of money mentioned in the said conditions.

"I/We have read and fully understood the terms and conditions of supplies etc. mentioned in the rate contract documents.

Name:.....

Designation...

(Signature with Office Seal)

Witness: 1.
2.

Note: Letter of Undertaking and Declaration is to be submitted on non-judicial stamp paper of minimum Rs20.00/-

ANNEXURE-D**FORMAT OF THE PERFORMANCE BANK GUARANTEE**

To,

**Software Technology Parks of
India, Bhubaneswar.**

WHEREAS (Name and Address of the supplier) (here in after called “the supplier”) has undertaken, in pursuance of contract no..... dated to supply (description of goods and services) (herein after called “the contract”).

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we (Name of the Bank) have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of

..... (amount of the guarantee in words and figures), and we (Name of the Bank) undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We (Name of the Bank) hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We (Name of the Bank) further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This guarantee shall be valid until the day of, 20.....

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank and address of the Branch

WITNESS 1

.....(Signature)

Attorney as per Power of Attorney:

WITNESS 2

..... (Signature)

Attorney Number & Date

ANNEXURE-E
FINANCIAL BID DOCUMENT

(To be submitted in separate sealed envelope on Letter Head)

SUB: SEALED QUOTATION FOR COMPREHENSIVE AMC OF DAIKIN MAKE VRF AIR CONDITIONING SYSTEM AT STPI-BALASORE.
(Cross the inappropriate)

Sr. No.	PARTICULARS	QTY (A)	UNIT PRICE IN ₹. (B)	TOTAL CAMC AMOUNT IN ₹. (AxB)	Applicable taxes, if any (please mentioned type & %)	TAX AMOUNT IN ₹.
1	One Time Initial Repairing Cost in ₹., if any (Provide the break-up in Annexure-I)	170HP				
2	C-AMC of VRF Air Conditioning system as per Section 2.0 & 3.0					
3	First Year					
4	Second Year					
5	Third Year					
6	Fourth Year					
7	Fifth Year					
8	Sixth Year					
9	Seventh Year					
9	GRAND TOTAL					

Grand Total in Words:

Signature & Seal of the Bidder with date.

ANNEXURE-I

(To be submitted in with sealed Financial bid envelope on Letter Head)

SUB: REPAIR COST BREAKUP OF DAIKIN MAKE VRF AIR CONDITIONING SYSTEM AT STPI-BALASORE. *(Cross the inappropriate)*

Sr. No.	PARTICULARS	ODU/IDU Installation Location with S/N	Type of Repair Required	Qty (A)	Unit Price in ₹. (B)	Taxes if any (Specify tax type)	Total Price including taxes in ₹. (AxB)
1							
2							
3							
4							
5							
6							
7							

Note:- Incase repairing is not required, fill the relevant Coolum as nil. Add row as required.

Signature & Seal of the Bidder with date.