

F.No.15011/125/2017-Jus (AU)  
Government of India  
Ministry of Law & Justice  
Department of Justice  
(Admin Unit)

Tender Number : F.No.15011/125/2017-Jus (AU)

Date: Feb, 2018

**Notice Inviting Tender**

**Subject : Comprehensive Annual Maintenance Contract (CAMC) and Repair of Air-conditioners belonging to Department of Justice.**

Department of Justice invites Online Tender under two bid system (Technical and Financial) for Comprehensive Annual Maintenance Contract (CAMC) and Repair of Air-Conditioners. **Manual bids shall not be accepted**

2. Tender document may be downloaded from Department web site [www.doj.gov.in](http://www.doj.gov.in) and Central Public Procurement Portal (CPMP) site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under:

<b>CRITICAL DATE SHEET</b>	
<b>Published Date</b>	16 Feb, 2018 (5.00 pm)
<b>Bid Document Download Start Date</b>	16 Feb, 2018 (5.00 pm)
<b>Bid Submission Start Date</b>	16 Feb, 2018 (5.00 pm)
<b>Pre Bid Conference</b>	05 Mar, 2018 (3.30 pm)
<b>Bid Submission End Date</b>	08 Mar, 2018 (1.00 pm)
<b>Technical Bid Opening Date</b>	09 Mar, 2018 (3.00 pm)

3. Department of Justice (DOJ), Jaisalmer House, 26, Mansingh Road, New Delhi invites ONLINE bids under two bid system from reputed firms engaged in undertaking the servicing of Air Conditioners. The firms forwarding their quotations must comply with the terms and conditions mentioned therein. All the Air Conditioners for which the quotations are invited for AMC for the period from April, 2018 to March 2019 are installed at Jaisalmer House, Department of Justice at New Delhi. The sealed quotations for the different types of windows and Split ACs are invited in the performa for filling the rates and other details enclosed with this Tender Notice.

4. The financial bid of only those bidders will be opened whose technical bids qualify. Financial bid will be opened at the same venue, on the same day or as directed by the Committee. A list of clients in Government/Public Sectors with contact name and person should also be enclosed with the quotations. The Department of Justice reserves all rights to accept or reject any or all quotations without assigning any reason.

**5. Tender Fee & Earnest Money Deposit (EMD):**

(a) Tender Fee: Nil

(b) Tender EMD (Earnest Money Deposit): Rs 10,000.00 (Ten thousand only) by way of Demand Draft/Banker cheque Payable to DDO (Department of Justice) on any scheduled Bank payable at New Delhi.

6. The **Hard Copy of original instrument** in respect of tender Earnest money must be delivered to Under Secretary (Admn), Department of Justice, Room No. 29, Jaisalmer House, 26, Mansingh Road, New Delhi **on or before the bid opening date/time as mentioned in critical date sheet**. Non-submission of original payment instrument like EMD shall lead to rejection of the tender. Bid submitted without a valid EMD will be outrightly rejected.

- a) The firms registered with NSIC/ MSME are exempted from the payment of EMD. Copy of valid certificate must be uploaded with technical cover.
- b) EMDs of remaining Bidders, except of the first Bidder (L1), shall be returned within a period of 30 (Thirty) days from the date of issuance of Letter of Award (LOA) to the Successful Bidder.
- c) The EMD of the First lowest Bidder (Successful Bidder) shall be retained and will be returned after the submission of Security Deposit of the Performance Bank Guarantee.
- d) No Interest shall be paid on EMD
- e) EMD shall be forfeited, in any of the following cases:
  - i) The Bidder withdraws its Proposal after the Proposal Due Date.
  - ii) The Successful Bidder fails to accept LOA within the stipulated period.
  - iii) The Successful Bidder fails to submit the Performance Bank Guarantee within the stipulated period and sign the Agreement.

7. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Bidders/Vendors are advised to follow the instructions provided in the 'Instructions for Online Bid Submission' for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

8. Bid documents may be scanned with 300 dpi with black and white option which helps in reducing size of the scanned document.

9. The tender must be valid for acceptance for a **period of 120 days** from the Technical Bid Opening Date.

10. Department of Justice reserves the right to accept or reject or cancel or relax any part or whole of the tender document, without assigning any reason(s) thereof.

11. Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet. After online opening of Technical-Bid, the results of their qualification as well as Price-Bid opening will be intimated later.

(Prem Lata Kaushik)  
Under Secretary to the Govt. of India  
Tel. No. 23072549

**Documents to be submitted by the Bidders:**

## **Submission of Tender**

12. The tender shall be submitted online in two parts (**Technical Bid and Financial Bid**). All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. **The offers submitted by Post/Fax/email shall not be considered. No correspondence will be entertained in this matter.**

## **Technical Bid**

13. The following documents are to be furnished by the Contractor along with **Technical Bid** as per the tender document:

- (i) Signed and Scanned copy of Tender EMD document.
- (ii) Signed and Scanned copy of appropriate value of valid registration certificate, PAN No and Tender Acceptance Letter (Annexure 1).
- (iii) Signed and Scanned copy of previous three years Income Tax / VAT Tax return/ latest VAT Clearance Certificate, TIN No. Certificate.
- (iv) Signed and Scanned copy of Letter of Proposal as per Annexure 2.
- (v) Signed and scanned copies of all other documents as mentioned at para 36 under **“General Terms & Conditions”**.

## **NOTE:**

- (ii) Incomplete and / or non-responsive, bid will be rejected during technical evaluation. The bidder will not approach for clarifications during the technical evaluation. So, the bidders are requested to ensure that they provide all necessary details in the submitting bids.
- (iii) If any price details are found in the Technical Bid, the bid will be summarily rejected.

## **PRICE BID**

- (i) The PRICE PART shall contain only schedule of rates duly filled in. No stipulation, deviation, terms & conditions, presumptions etc. is permissible in price part of the bid. Department of Justice shall not take any cognizance of any such conditions and may at its discretion reject such price bid.
  - ii. Prices should be given in INR currency only.

## **Performance Security**

- (a) The Successful Bidder shall, for due and faithful performance of its obligations under the Tender Document provide to Department of Justice. A Performance security in the form of a Bank Guarantee/FDR equivalent to 10% of the Total Value of the ACs should be submitted by the bidder. If the bidder fails to comply with the above requirements within the said period the earnest money already deposited by the bidder shall be applicable for forfeiture. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.
- (b) The Performance Bank Guarantee shall be from any Scheduled Bank in favour of **“Deputy Secretary (Admn) & H.O.D., Department of Justice”** payable at New Delhi.

- (c) The Performance Bank Guarantee (PBG) shall be provided by the Successful Bidder within 30 (thirty) days of issuance of LOA by Department of Justice. PBG must be valid for 60 days beyond the period of the LOA. EMD shall remain in full force and effect; till the time the Performance Security is submitted by the Successful Bidder.
- (d) Failure of the Successful Bidder to provide the Performance Bank Guarantee within 30 (thirty) days shall entitle Department of Justice to withdraw the LOA and the EMD will be forfeited. Further, the Successful Bidder may be debarred from participating in any other tenders of Department of Justice.

14. **DETAILS OF AIR-CONDITIONERS**

(i)	Split ACs	-	42
(ii)	Window AC	-	14

**Scope of work**

15. All the complaints received shall be attended to by the firm in following manner:-

- i) Critical faults immediately.
- ii) Major faults within 24 hours by replacement method, with the available spares, if instructed by the in-charge of the Administrative Unit of Department of Justice.
- iii) Major faults within 48 hrs, which are to be got serviced from authorized service centres of manufactures by making available of two ACs standby.
- iv) If the AC is required to be transported to the service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
- v) The replacement of components shall be as per manufactures instructions and as per the decision of Administrative Unit of Department of Justice.
- vi) The service provider will carry-out preventive maintenance of all air conditioners, cleaning of filters, washing and checking of gas etc once in 9 months.

**SPECIAL TERMS & CONDITIONS**

16. The company should ensure providing of prompt service for repair/servicing work during the AMC period.

17. The repair/reconditioning of compressors has got to be undertaken by the manufacturer of the compressor or their authorized agents only. Contractor/Agency may be asked to produce relevant document.

18. The contractor/Agency shall provide sufficient spares handy at site. The cost of replacement repair of spare parts tops and refrigerant/oil filter pads etc. during the contract period, shall have to be borne by the contractor within the quoted rates and NO extra payment will be made on this account.

19. The Agency/Contractor must ensure that the complaints received are attended to within 2 hours of their receipt, whereas, major repair like repair/replacement of compressor, gas filling charging etc. shall have to be attended within 24 hours (**after obtaining prior approval in writing**), failure to do so such repair/replacement will be got done by Department of Justice through outside vendors and the expenditure so incurred will be deducted from AMC amount.

20. All the ACs shall be handed over to the contractor in working order and the contractor is required to hand over the same to the Department in working order after the expiry of the contract period.
21. The rewinding of motors, electrical wiring, replacement of condenser and cooling coil, Shifting of units and repairs to the installation of existing units etc. is also included in the scope of the above work however the firm has to keep ready stock of spare motors of approved make for replacement as standby in the Department of Justice.
22. The contractor will arrange for all Transportation & Packaging trolley welding set, charging kit etc. from his own sources and nothing extra will be paid for the same.
23. The contract can be terminated at any time without assigning any reason if the work is not found satisfactory after giving 15 days notice to the firm/contractor.
24. The firm/contractors will not take out any machine or part from the office premises without written permission of the competent authority of the Department of Justice and gate pass issued for such purpose.
25. It may be ensured that minimum wages are paid to the labourers engaged by you as per Minimum Wages Act. It may also be ensured that no minor labour as per labour act be employed on the work.
26. The Department of Justice shall not be responsible for deployment of labour and for human injury or loss of any kind during execution of the work.
27. No unit should remain idle/non-functional beyond 24 hours. In that case, replacement is to be provided at no extra cost.
28. During the summer season the Firm has to clean the filter every month of W.T. A/C Unit Split Unit & will get the receipt signed for the same from the occupant/user.
29. The contractor/agency has to produce Invoice of the repaired compressor and parts purchased from Manufacturer in lieu of the same.

### **GENERAL TERMS AND CONDITIONS**

30. Detailed information about the ACs and their specifications are available in tender document, which can be downloaded from the Department of Justice website [www.doj.gov.in](http://www.doj.gov.in).
31. Two bids system of tender will be adopted.
  - (i) Technical bid: The bid containing technical specifications and eligibility documents.
  - (ii) Financial bid: Bid containing financial offer.

Technical and financial bids should be submitted in separate covers through online mode only.

32. The Technical Bid and Financial Bid should be duly filled-up and signed by authorised signatory with stamp impression of the bidder.
33. These bids will be opened in two stages. The bid containing technical specifications, EMD and eligibility documents will be opened at first stage and if same is

found according to required specifications, the bid containing financial offer shall be opened in second stage.

34. The “**Technical Bid**” shall contain all documents in support of quote ACs, their specifications, commercial terms & conditions and eligibility criteria and EMD as mentioned in the tender document along with the page number for cited specifications in the company brochure for the particular item. Any price indication quoted for ACs in the technical bid will be liable for disqualification of the tender.

35. The “**Financial Bid**” shall contain price schedule only. The rates and units shall not be overwritten in the price schedule. The price shall be both in words and figures.

36. **Eligibility Criteria:** All the participating suppliers/firms or principal manufacturer should meet the following qualifying criteria. The firm should be a registered/authorized supplier for such supplies. Following documents are required to be submitted with Technical Bid, to qualify eligibility criteria:

- (a) Sales Tax/VAT/Service Tax registration certificate.
- (b) PAN and TIN number.
- (c) Audited copy of balance sheet with trading, profit & loss account for the last three financial years should be submitted.
- (d) Name & address of branch offices & service centres after sales arrangements.
- (e) Earnest Money Deposit (EMD) as mentioned in the tender document.
- (f) Bidder should submit a satisfactory working experience certificate of maintaining minimum of 200 or more Air Conditioners at one time with single client in a year for last three years with Govt Min/Deptt/Orgn.

37. Offer should be sent by means as mentioned in the tender document. Tenders received through hard copy, E- mails, FAX or by other means will not be considered.

38. The technical bids will be opened on scheduled date and time. Bidders/authorized representatives of the bidders intending to attend the tender opening should intimate in advance.

39. Offered prices should be valid at least for 120 days from the last date of receipt of tenders.

40. Terms for payment: Payment shall be made in four instalments on quarterly basis after satisfactory completion of work only.

41. **Dispute/Grievance Redressal:-** In case of arisen of any grievance/dispute(s), the same shall be referred to the Arbitrator to be appointed by the Secretary, Department of Justice. The arbitral proceedings shall be held as per the Arbitration and Conciliation Act 1996 and the proceedings shall be held at New Delhi and the Civil Court at Delhi shall have exclusive jurisdiction to try the matter.

42. The rate quoted by the contractor shall be inclusive of all taxes. The rates quoted should be inclusive of all freight, transportation, insurance, supervision charges etc. Nothing extra will be paid on account of minor changes, if so required at site. No sub-standard work shall be accepted in any case and no payment will be made for the sub-standard work. If required, standard of the work done will be verified by outside vendor. The contractor/agency should make sure that place of work should be properly cleaned every day. The contractor/agency shall weekly visit the site of work to acquaint themselves with the type/detail of work being done by their service engineers. Free

electricity & water shall be provided during the contract period of this work and if any negligence is found appropriate action will be taken.

43. The number of ACs may be increased/decreased. The payment will be made as per actual A.C.s maintained under AMC contract for the period of contract. Failure to comply with all the terms and conditions mentioned therein shall result in the tender being summarily rejected. Vendors are informed that once the firms are shortlisted based on the eligibility criteria and technical specifications, only then the financial bids of the firms meeting eligibility criteria, technical specifications / requirements would be opened.

44. Conditional tenders will not be accepted.

45. Department of Justice reserves the right to change the order quantity or split the orders among multiple vendors without assigning any reason (s) whatsoever.

46. Department of Justice reserves the right to reject any or all the tenders without assigning any reasons whatsoever.

### **Standard Conditions of Tender**

47. The Bidder, is required to give confirmation of their acceptance of the Standard Conditions of the Request for proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e Contractor/Supplier in the contract) as selected by Department of Justice. Failure to do so may result in rejection of the Bid submitted by the Bidder/firm.

(i) **Law:**

The Contract shall be governed by and interpreted in accordance with its terms and conditions and the existing Indian Laws.

(ii) **Effective Date of Contract:**

The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries supplies and performance of the services shall commence from the effective date of the contract.

(iii) **Arbitration:**

All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to services or performance, which cannot be settled amicably, may be resolved through arbitration by appointing an arbitrator with mutual consent of both the parties and the award of the Arbitrator shall be final and binding upon the parties as per the Arbitration and Conciliation Act 1996. The arbitral proceedings shall be held at New Delhi and Civil Courts at Delhi shall have exclusive jurisdiction to try the matter.

(iv) **Non-disclosure of Contract documents :**

Except with the written consent of Department of Justice, contractor shall not disclose the contract or any provision of the contract or information related to services thereof to any third party.

(v) **Termination of Contract:**

Department of Justice shall have the right to terminate this Contract in part or in full in any of the following cases:-

- The delivery of the ACs/services is delayed for causes not attributed to Force Majeure for more than 30 days after the Award of Supply/work order
- The contractor is declared bankrupt or becomes insolvent.
- The delivery of services is delayed due to causes of Force Majeure by more than 1 month provided Force Majeure clause is included in contract.
- At any stage Department of Justice noticed that contractor has utilized the services of any agent in getting this contract and paid any commission to such individual / company etc.

(vi) **Notices:**

Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by email addressed to the last known address of the party to whom it is sent.

(vii) **Transfer and Sub-letting:**

The firm/bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advance of the present Contract or any part thereof.



**TENDER ACCEPTANCE LETTER**  
(To be given on Company Letter Head)

Date:

To,

\_\_\_\_\_

\_\_\_\_\_

**Sub: Acceptance of Terms & Conditions of Tender.**

**Tender Reference No:** \_\_\_\_\_

**Name of Tender / Work: -**

\_\_\_\_\_

Dear Sir,

I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

\_\_\_\_\_ as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with  
Official Seal)

**(Letter of Proposal)**  
*[On the Letter Head of the Bidder]*

Date: -----

To,

\_\_\_\_\_

**SUB: Proposal for Comprehensive Annual Maintenance Contract of Air-Conditioners in the Department of Justice, New Delhi.**

Sir,

Being duly authorized to represent and act on behalf of \_\_\_\_\_ (hereinafter referred to as ("the Bidder")), and having reviewed and fully understood all the qualification requirements and information provided, the undersigned hereby expresses its interest for **Comprehensive Annual Maintenance Contract of Air-Conditioners in the Department of Justice, New Delhi.**

We are enclosing our Proposal, with the details as per the requirements of the tender Document, for your evaluation.

The undersigned hereby also declares that the statements made and the information provided in the Proposal is complete, true and correct in all respect.

We hereby also confirm the following:

1. The Proposal is being submitted by us, \_\_\_\_\_ (name of the Bidder), who is a single entity, in accordance with the conditions stipulated in the Tender Document.
2. We have examined in detail and have understood the terms and conditions stipulated in the Tender Document issued by Department of Justice and in any subsequent communication sent by the Department of Justice. We agree and undertake to abide by all these terms and conditions. Our Proposal is consistent with all the requirements of submission as stated in the Tender Document or in any of the subsequent communications from Department of Justice.
3. We confirm that there are no conditions in our "Technical Proposal" and "Price Bid".
4. The information submitted in our Proposal is complete, is strictly as per the requirements stipulated in the Tender Document, and is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our Proposal.
5. We confirm that we have studied the provisions of the relevant Indian laws and regulations required to enable us to prepare this Technical & Price Bid and as required for **Comprehensive Annual Maintenance Contract in the Department of Justice, New Delhi** in the event that we are finally selected.
6. We confirm that all the terms and conditions of the Proposal are firm and valid for acceptance for a period of **120 days** from the Technical Bid Opening Date..

Thanking You,

Yours Sincerely,

Signature  
: (Name of the Bidder and the Seal/Stamp)  
: (Authorized Representative & Signatory)

## **Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved

to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

## **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender

documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename.
- 6) If the BoQ file is found to be modified by the bidder, the bid will be rejected. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.
- 8) Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Mobile Number	(A) 8826246593
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(B) 0120-4200462,

(C) 0120-4001002

Mail- [support-eproc@nic.in](mailto:support-eproc@nic.in)

**FINANCIAL**  
**BID**

AMC for Service Maintenance of Split/ Window Air  
Conditioners in the  
Department of Justice one year from Apr 2018 to Mar 2019

S.No.	Items	Window type	Split type
1	Maintenance Charges (rate per AC)	(Figure In Rs)	(Figure In Rs)
		(In words)	(in words)
2	Replacement of Components with new ones (Where applicable)		
(a)	(i) Compressor		
(b)	Running Capacitor		
(c)	Fan/ Motor		
	(i) Rewinding		
	(ii) Replacement		
	Buy back of old Motor		
(d)	Relay		
(e)	Thermostat		
(f)	Fan		
(g)	Blower		
(h)	AC plug/iron clad		
(i)	Air Filter		
3	Condenser of outdoor unit of split AC		
4	Gas Charging		
5	Installation Charges		
6	De- Installation Charges		

(Signature of the Bidder)  
Seal.....

## CHECKLIST

Name of Firm & Address			
Name of the proprietor of the Agency			
Telephone No. of Agency and Proprietor			
S.No	Details	Yes/No.	Page No.
1.	Sales Tax/VAT/Service Tax registration certificates attached.		
2.	PAN and TIN number Certificates attached.		
3.	Audited copy of balance sheet with trading, profit & loss account for the last three financial years		
4.	Name & address of branch offices & service centres after sales arrangements.		
5.	Earnest Money Deposit (EMD) as mentioned in the tender document.		
6.	Bidder should submit a satisfactory working experience certificate of maintaining minimum of 200 or more Air Conditioners at one time with single client in a year for last three years with Govt Min/Deptt/Orgn.		
7.	Tender Acceptance Letter as per Annexure I		
8.	Letter of Proposal as per Annexure II		

This is certified that the above facts are true, complete and correct to the best of my knowledge and belief. This is also certified that this Agency is not black listed by any Government Department nor any criminal case is registered/pending against the Agency/Firm or its owner/partner anywhere in India. It is certified that I/We have read and understood the terms and conditions of the Tender Notice .....

(Signature of the Bidder)  
Seal.....