

**PUNJAB STATE e-GOVERNANCE SOCIETY**  
**DIRECTORATE OF GOOD GOVERNANCE &**  
**INFORMATION TECHNOLOGY**  
PLOT NO. D-241, INDUSTRIAL AREA, PHASE 8-B, SECTOR  
74, S.A.S NAGAR MOHALI

You are requested to visit the above site before bidding.

- *Part-A Annual Maintaince of Central Air Conditioners & other.*
- *Part-B Maintenance of Heating System*

**ELIGIBILITY CRITERIA:-**

1. **TURNOVER (AVERAGE) Rs. 10 LAC IN LAST THREE FINANCIAL YEARS: - 2023-24, 2024-25, 2025-26. Turnover Certificate from CA to be attached with Technical Bid.**
2. **EXPERIENCE of 5 YEARS IN HANDLING MAINTENANCE OF AIR CONDITIONERS IN MEDIUM / LARGE AIR CONDITIONING EQUIPMENT'S ETC. (CENTRALIZED AC PLANTS only ).**
3. **GST NUMBER OF PUNJAB.**
4. **Deposit EMD of Rs.30,000/- in favor of Member Secretary Psegs, through NEFT/ RTGS in the bank account of Psegs. Bank Account details as are :-**

**Name of the Account: Punjab state e Governance Society**  
**Saving Account number: 4425000105090736**  
**IFSC Code : PUNB0442500**  
**Bank Address : Sector 8 Chandigarh**

5. **Should be Authorized service partner of Blue Star, Voltas, Courieers etc having Maintaince facility / workshop in tricity area.**
6. **Rate of L-1 will be taken after considering Part A & Paid B of Tender together.**
7. **Part A & Part B will be allotted to one party. No splitting of Tender is allotted and allowed.**

**Part-A Annual Maintenance of Central Air Conditioners and others****Scope of Annual Maintenance Contract Services of Central Air Conditioner & Split Air Conditioners**

The quantity of various type/make of AC/split ac is as under:-

SR NO.	DETAILS/MODEL	CAPACITY	QUANTITY	REMARKS
<b>CENTRAL AC UNIT</b>				
1.	BLUE STAR 2017	3 TON	3	
2.	BLUE STAR 2017	5.5 TON	3	
3.	BLUE STAR 2017	8 /8.5TON	2	
4.	BLUE STAR 2017	11 TON	1	
5.	BLUE STAR 2017	17 TON	3	
<b>SPLIT AC UNIT</b>				
1.	BLUE STAR	1.5TON	1	
2.	BLUE STAR	2 TON	3	
3.	LG	2 TON	3	
4.	LG	1.5 TON	4	
5.	CARRIER 2015	2 TON	4	

***\*Quantity may increase rate paid will be on actual Ton Basis. The quantity may be increased or decreased, depending upon the requirement or as the case may be.***

The services shall include providing all manpower, tools and plants like ladder, stools, spanners, testing of equipment's and replacement of defective spare parts(except compressor & one spare costing above Rs. 5000/-), such as replacing of chillier Pipes, outlet pipes etc. including consumables at any height/ any floors as and where required.

**1 .Preventive Maintenance Services (PMS) Monthly:**

**The monthly services include:**

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

**Preventive Maintenance Services (PMS) Quarterly:**

1. Every machine shall be serviced at least once every quarter.
2. Quarterly PMS shall include at least the following services :
  - a. Replacement of filter if found damaged/unusable.
  - b. Checking selector switch, thermostat, relays, remote control etc.
  - c. Checking motor bushings.
  - d. Checking ground connections.
  - e. Cleaning of blower and condenser fan.
  - f. Cleaning the evaporator & condenser coils.
  - g. Checking and tightening of nuts & bolts.
  - h. Oiling the motors.
  - i. Checking of the drive motors and fans.
  - j. Wash & Checking cooling efficiency.
  - k. Checking Firmness of the Supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.
  - l. Replacement of any component of air conditioners (Outdoor and indoor units, inlet and outlet Pipelines, electrical connections etc.) found defective after the above checks and tests.
  - m. Charging of Refrigerant Gas during the period of Contract if need arises.

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

**3. Annual Maintenance Services:**

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

- A) Cleaning the condenser and evaporator coils with suitable detergent/chemical solution and flushing with high-pressure jet of water.
- B) Greasing of blower motors and all moving parts.

**4. Break-down Services (BDS):**

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

Ordinarily a complaint must be attended within 4 hours whenever no change of part is involved, however, in case of requirement of change of spare part, the complaint may be attended within 48 hours of its receipt. Thereafter, under both the cases the delay in attending complaint shall attract a levy of compensation at the rate of Rs.300/- per day& per AC subject to a maximum of Rs.1500/- against the complaint. Thus after 5 days PSeGS shall have the right to get the complaint rectified on his own through any other agency and the amount shall be recovered from the concerned agency.

**5. Terms and Conditions:**

a. The spare parts used for replacement shall be procured from the authorized dealer/service center of same make/quality as installed in new air conditioner with warranty or guarantee as per manufacturer. The original bills/vouchers of purchase of spare parts are attached with the payment claims as a proof of its genuinely.

b. The service provider shall maintain services logbook/file containing copy of the cards duly signed by the users and countersigned by PSeGS official.

c. In case of continued non-performance and inability to meet service requirements, this office shall reserve the right to terminate the contract after giving 15 days' notice in writing. It will be the sole responsibility of the Contractor to abide by the provisions of the following acts as to the work reengaged by him for performance of this contract:

- i. Employment of Children Act
- ii. Workmen Compensation Act
- iii. Employment of Labour/Contract Labour Act
- iv. Industrial Employment Act
- v. Contract Labour Abolition and Regulation Act 1970
- vi. Minimum Wages Act
- vii. Employee Provident Fund Act
- viii. Any other act or legislation which may govern the nature of the contract.
- ix. There would be no liabilities of PSeGS towards the workers of the

Contractor, it will be the sole responsibility of the contractor to obey statutory laws and insurance of his workers. No claim/ legal responsibility lies with PSeGS for performance of this contract.

- d. PSeGS reserves the right of altering the specifications of works of adding to or omitting any items of work or of having portion of the same carried out departmentally or otherwise and such alterations and variations shall not violate this contract. In the event of the Contractor failing to execute the work under contract in whole or in part an alternative arrangement will be made by PSeGS at the risk and cost of the contractor besides any suitable fine/ penalty.
- e. The Contractor shall be liable to pay compensation for any loss and damage caused to the property of DGR/PSeGS.
- h. The Contractor shall personally be responsible for the conduct of his staff and in case of any complaint against any staff; Contractor will be under obligation to change the worker when instructed by authority. The contractor shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws. PSeGS will not hold any responsibility with regard to staff on the role of the contractor whatsoever.
- i. Any action on the part of the Tenderer to influence any officer of the institute or canvassing in any form shall make the tender liable for rejection.
- j. The contract will be for a period of two years initially, which can be extended for another two years further on satisfactory performance.

.However, it shall be with consent / written request by the contractor in this regard.

- k. Time is the essence of this contract. In case the contractor fails to adhere to the time schedule, PSeGS/DGR shall have the absolute right to take up the work at the contractor's risk and cost and recover any and all such expenses from the amounts due to the contractor including Security Deposit. The PSeGS shall have right to impose a penalty commensurate with the fault and if any, shall be deducted from the bill.
- l. If at any stage, it is found that the work is not being executed as per detailed specifications and special conditions as per contract, it will be the duty of the Contractor to remove all such works from the worksite and make them good. The entire costs incurred shall be borne by the Contractor. The detailed specifications, special conditions are part of this contract.
- m. If it is observed at any stage that the quality of work is not satisfactory, the contract/work order as a whole will be terminated and security deposit will be forfeited. The Contractor will have no claims what so ever. In case it is found at later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay compensation to the PSeGS/DGR for inferior works as determined by the Centre and in case all payments have been made to the Contractor for this work, this amount will be deducted from any sum due to the Contractor.

- n. Contractor will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made on this part. The Contractor shall indemnify the PSeGS/DGR from any claims arising out of accidents, disabilities of any nature or death arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor.
- O. All dismantled/replaced spare parts to be deposited with the authorized representative of PSeGS i.e. electrician/caretaker

## Technical Bid Performa

A). Name of the bidder (Firm):- \_\_\_\_\_

B). Name of the representative: - \_\_\_\_\_

C). Address of the bidder: - \_\_\_\_\_

D).Land line Tel Nos of the bidder: - \_\_\_\_\_

E).Mobile Nos of the bidder: - \_\_\_\_\_

F).Email of the bidder: - \_\_\_\_\_

G).Registration No. of the Firm: - (If any) \_\_\_\_\_

(Please enclose the copy of registration):- \_\_\_\_\_

H). GSTNo: - \_\_\_\_\_ (Punjab only)

I).PAN No: - \_\_\_\_\_

J). Experience: - Details of AMC works :-

(Please submit certificates from the authorities, Please add additional pages/sheets if required)

1

2

3

4

5

K).Details of Manpower availability (Number with their qualification & experience):-

1

2

3

4

L). Details of maintenance facility (Define Location, area):-

M). DETAILS OF EMD (EMD RTGS / NEFT Bank etc. . .):-

-UTR NO / Transaction Details

-Transaction date

-Amount Transferred as EMD

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**(NEFT/ RTGS in FAVOR OF MEMBER SECRETARY, PSEGS, PAYABLE AT MOHALI)**

**N). DETAILS OF TURNOVER (CA CERTIFICATE TO BE ATTACHED)**

**2023-24 ( Audited )**

**2024-25 (Audited)**

**20205-26(Audited / Unaudited)**

Declaration:-

I/We hereby declare and affirm that I/We have read and understood the terms and conditions of the contract as stipulated. I am aware that the tender without EMD will be rejected.

Sign of bidder:- \_\_\_\_\_

Date: - \_\_\_\_\_

Name of the bidder:- \_\_\_\_\_

Firm's Name:- \_\_\_\_\_

## **Financial bid**

To carry out the monthly, quarterly and annual maintenance of Central/split AC's of ant make & capacity asunder & all as specified & stipulated as authorized and complete with all materials (except the compressor & one spare costing Rs 5000/-and above) & Labour.

SR NO.	DETAILS/MODEL	CAPACITY	QUANTITY	AMOUNT (In Rs.)
<b>CENTRAL AC UNIT</b>				
1.	BLUE STAR 2017	3 TON	3	
2.	BLUE STAR 2017	5.5 TON	3	
3.	BLUE STAR 2017	8 /8.5TON	2	
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1.	BLUE STAR	1.5TON	1	
2.	BLUE STAR	2 TON	3	
3.	LG	2 TON	3	
4.	LG	1.5 TON	4	
5.	CARRIER	2 TON	4	
TOTAL				

\*\* Payment Shall be made on Actual Ton Basic .

\*\* RATES QUOTED ABOVE INCLUSIVE OF GST.

\*\*Quantity of Capacity in Tons May increase.

Sign of bidder: - \_\_\_\_\_

Date: - \_\_\_\_\_

Name of bidder: - \_\_\_\_\_

Firm's Name: - \_\_\_\_\_

Tel: - \_\_\_\_\_

**Checklist to be filled by the bidder & to be submitted along with technical bid.**

1. Name of the Bidder:-
2. Complete Address of the Bidder:-
3. Physical Inspection of the site made: Yes/No
4. Earnest Money Deposit enclosed: Yes / No [Please V] if Yes,
5. Envelope (please mention Bid for AMC of Ac) with Technical Bid & Financial bid in separate envelope (please mention on envelopes technical/financial Bid)
6. Communication details of the concerned contact person to whom all references shall be made regarding this tender enquiry.
  - a.) Full Name :
  - b.) Complete Postal Address:
  - c.) Telephone No.:
  - d.) Fax No.:
  - e.) Mobile No.:
  - f.) E-mail:
  - g.) Website Address:
7. Rates of inclusive of GST

SIGNATURE OF BIDDER

## Financial Bid Part-B

### Installation of Heating System (Ground floor & Second floor) List of Tentative Equipments

Sr. No	Heat mode Install on Deductible AC		Qty	Price	Qty * Price
1	Heater 3 K.W. Charges		40		
2	Heater 2 K.W. Charges		10		
3	Thermostat Charges		13		
4	Geezar Charges		13		
5	Togen Switches		17		
6	Outdoor Contactor Charges		17		
7	Electrical wire Charges 4 Core		320		
8	Electrical wire Charges 2 Core	Mtr	260 approx		
9	Labour Work	Mtr	13 approx		
	<b>Total Rates</b>				

*Equipments may increase or decrease. Payment shall be made on actual basis. Increase or Decrease will be subject to 10% of the tender bid.*

### Financial Bid

- Rate quoted will be included GST
- Rate included will be annual maintenance for two years.

**PART B****Installation of Heating System (Ground floor & Second floor) List of Tentative Equipments**

Sr. No	Heat mode Install on Deductible AC	Qty
1	Heater 3 K.W. Charges	40
2	Heater 2 K.W. Charges	10
3	Thermostat Charges	13
4	Geezar Charges	13
5	Togen Switches	17
6	Outdoor Contactor Charges	17
7	Electrical wire Charges 4 Core	320
8	Electrical wire Charges 2 Core	260 approx
9	Labour Work	13 approx

- Quantity is Tentative.
- Payment on Actual basic.