



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली

मानव संसाधन विकास मंत्रालय, भारत सरकार द्वारा स्थापित

सैक्टर 81, नॉलेज सिटी, प.ओ. मनोली, एस. ए. एस. नगर, मोहाली, पंजाब 140306

INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH MOHALI

(Established by Ministry of Human Resource Development, Govt. of India)

Sector-81, Knowledge city, PO-Manauli, SAS Nagar Mohali-140306, Punjab

PAN No. - AAAAI1781K GST No- 03AAAAI1781K1ZT

• Phone : +91-172-2240086 & 2240121 • Fax : +91-172-2240124, 2240086 • <http://www.iisermohali.ac.in> • Email: stores@iisermohali.ac.in

CPPP/Institute Website

IISERM(810)17/18/AMC

Dated- 21st July 2017

NOTICE INVITING E-TENDER

Online tenders are invited on behalf of Director, IISER Mohali in **TWO BID SYSTEM** {Technical and Commercial} for the AMC of Air cooled Variable Refrigerant volume Machine LG make for 16HP capacity as per technical specification given below and BOQ list the original manufacturer/supplier at CPPP i.e. <https://eprocure.gov.in/eprocure/app>. Tender documents may please be downloaded from the E-procurement portal website <https://eprocure.gov.in/eprocure/app> & Institute website www.iisermohali.ac.in.

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(Mukesh Kumar)

Assistant Registrar (S&P)



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E-TENDER NOTICE

Tender Ref.- IISERM(810)17/18AMC

Dated :- 21st July 2017

Critical Date Sections

Sr.	Description	Date	Time
1.	Tender Publishing Date and time	21 st July 2017	6pm
2.	Tender Document download start Date /time	21 st July 2017	6pm
3.	Bid Submission start Date &Time	21 st July 2017	6pm
4.	Bid Submission End date and Time	09 th August 2017	Up to 11am
5.	Tender opening Date and Time	10 th August 2017	At 11:30am

Online tenders are invited on behalf of Director, IISER Mohali in **TWO BID SYSTEM** {Technical and Commercial} for the AMC of following item(s) from the original manufacturer/supplier at CPPP i.e. <https://eprocure.gov.in/eprocure/app>. Tender documents may please be downloaded from the E-procurement portal website <https://eprocure.gov.in/eprocure/app> & Institute website <http://www.iisermohali.ac.in>. Tender fee in shape of DD/Banker Cheque of Rs 500/- (Non-refundable) and EMD of Rs 10,000/- should be submitted by DD /Banker Cheque/FDR/ Bank Guarantee in favour of the Registrar, IISER Mohali payable at Mohali. However, scanned copy of the both tender fee and EMD should be upload on website along with technical bid part. The hard copy of the same in original to be send to the address mentioned below duly superscribing the supply/work name and reference/ tender ID on the envelope and same must reach before opening the bid and if not received within due date the bid will be rejected summerly.

The Original EMD and tender fee should be sent to

Assistant Registrar (S&P)
Indian Institute of Science Education and Research,
Mohali Sector 81, SAS Nagar, Mohali, Punjab,
India, Pin: 140306

Non-receipt of original EMD and tender fee will lead to rejection of tender.

Item Details: -

Sr.	Descriptions	Qty.
	<p>AMC of Air cooled Variable Refrigerant volume Machine LG make for 16HP capacity having following specifications- Make: (Only through LG authorized dealer).</p> <p>1. Agency to have minimum Three years experience in servicing & maintenance of LG made VRV machine.</p> <p>2. The agency to be OEM/Authorized dealer of M/s LG only (Certificate to be provided from OEM), otherwise, they may not be considered technically suitable.</p> <p>3. The agency to have local office in Chandigarh/Mohali/Panchkula.</p>	2 x 16HP

SCOPE OF THE AMC- The basic scope of work and option of scope is as below:

1. Attending to any number of breakdown calls and six preventive maintenance services in a year during the tenure of the contract. a

2. Any part including compressor, which requires repair / replacement due to normal wear and tear during the contract shall be replaced free of cost.

3. The service contract shall be entered into as aforesaid only after due checking and verification of the equipment by the company's authorized representative certifying that the same is in good working condition. During such verification if the air conditioner is found defective and needs repairing, then the same shall be repaired on the request of the customer on chargeable basis and thereafter the contract in respect of the same shall be entered into. In such case/s the cost of repair and spare parts shall be borne by the customer separately as the same shall not form part of annual charges payable under this contract.

4. The AMC will not cover visits/replacement/repairing of parts and/or equipment under the following circumstances.

(I) Damage caused to the machine due to floods, fire, accident, riot, breakage, pest, In isuse, improper or negligent use, mishandling, unauthorized alteration, modification or substitution of any part and/or the alteration, tempering etc. of the serial no. of the machine and/or any loss/damage caused due to the abnormal voltage fluctuation, extraordinary use of equipment etc.

(ii). Damage caused to the machine/equipment due to failure in abiding with the operating instructions and precautions as mentioned in the User's Manual.

(iii) Defects due to usage of non-recommended spare/s and accessories.

(iv) Defects /failures resulting from servicing/repairs done by a person other than authorized representative of the company.

(v) In case the customer as a result of the aforesaid causes requires the services then the same shall be provided at extra cost payable by the customer.

5. The Company shall make reasonable efforts to give preferential attention to emergency breakdown of the equipment, however the company shall not be held responsible for any loss/damage arising thereby. The company shall not be held responsible for any delay/default in servicing whatsoever due to any reasons beyond its control.

6. This Annual maintenance (AMC)/repair charges paid hereby are non-transferable and non-refundable under any circumstances whatsoever. The payment under this contract shall be made on quarterly basis upon satisfactory certification by Engineer in Charge , till its expiry. AMC will be for one year and extendable further for a period of another year.

7. This AMC does not cover the repair / replacement of air filters, heaters, electricity distribution boards, ancillary work such as ducting / masonry work, main MCB, cabinet sheet metal panels, etc.

Also it does not cover the replacement of any major equipment such as evaporator / condenser as a whole.

8. The contract is final and binding on both the parties, no separate invoice or agreement shall be issued.

9. This AMC sets out all the terms and conditions which the company and customer hereby agree to abide with and it cancels and supersedes all prior agreements, undertakings or arrangements, oral or written between the parties on the subject matter. The company in its own discretion may accept or reject any proposal of entering into the service maintenance contract.

10. In the event of any dispute arising out of or related to this contract which cannot be resolved through negotiations between the parties, the same shall be settled by the Courts at Mohali. without prejudice to the above, all disputes under this contract are subject to the Jurisdiction of the courts at Mohali

Other terms& Conditions

1. Notify the customer at least 3 days ahead to schedule all maintenance.
2. Conduct all scheduled routine maintenance as per the maintenance schedule.
3. Provided skilled service technicians.
4. Recommending list of genuine parts for stock.
5. Responding to a service call as soon as possible.
6. After each visit a report will be generated and discussed.
7. To carry out / advise necessary repairs, adjustments of assemblies, sub-assemblies in order to keep the VRV in good working condition and assuring the trouble free performance of VRV
8. Service Engineer during the visit will report on the performance or any other abnormality and inform parts requirement shall also submit the report on work done and recommendations as well as spare parts offers to concern authority for procurement.
9. Attend emergency calls on priority (usually same day). However, if the engineer is required for any particular date and time, it would be the responsibility of the customer to intimate M/s LG in advance.
10. Train the customer's representative on Operation and Maintenance of VRV
11. Service Contract will automatically cease to exist in the event of change of ownership or location of the above- mentioned machines from said location.

CUSTOMER RESPONSIBILITY

1. Daily maintenance as prescribed by the manufacturer in the operators manual / users handbook.
2. To inform the agency as soon as possible if not satisfied with their performance.
3. Give the service technician access to the machine to perform the scope of work as also allowing him to inspect and observe how the machine is being used.
4. vandalism, theft, accidents, fire, acts of god, neglect and operational use.

- 5.The machine is strictly used as per manufacturers recommendations.
- 6.All service reports submitted must be signed by the customer,
- 7.Report any accident that service provider as and when required. The results of any tests will be conveyed to the customer in written and appropriate rectification action to be taken by the customer, any failure arising due to sub standard quality of gas, etc twill be the responsibility of the customer.
- 8.Maintaining of the log books for proper record keeping on daily basis.
- 9.Provide all genuine parts that are required for performing scheduled maintenance and service.
- 10.To ensure the safe working enjoyment for the service personnel.
- 11.To Provide first-aid assistance to the representative of contractor in the event of injury

SUBMISSION OF TENDER

- I. All bid/ tender documents are to be uploaded online at Central Public Procurement portal i.e <https://eprocure.gov.in/eprocure/app> only and in the designated cover/ part on the website against tender ID. Technical bid and financial bid shall be submitted in the designated online cover/part. Tenders/ bids shall be accepted only through online mode and no manual submission of the same shall be entertained except tender fee and EMD. Late tenders will not be accepted.
- II. The online bids shall be opened at the office of the Assistant Registrar (P&S), IISER Mohali, on above given date. If the tender opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be attended on the next working day at same time and place. IISER Mohali will not be responsible for any error like missing of schedule data while downloading by the Bidder.
- III. The bidder shall upload the tender documents duly filled in and stamped by the authorized signatory on each and every page. Tender not submitted/uploaded in the prescribed form and as per the tender terms and conditions shall be liable for rejection.
- IV. The bidder shall upload scanned copy of the PAN Card, GST number duly signed and stamped.
- V. E-procurement system ensures locking on the scheduled date and time. The system will not accept any bid after the scheduled date and time of submission of bid.

INSTRUCTIONS

1. The Online bids should be submitted directly by the original manufacturer/supplier, If quotation is submitted/filled by any representative/agent/dealer then they must upload a authority certificate from the principal company for quoting the price otherwise such quotation will be rejected. The product should be ISO certified.
2. The quantity mentioned in this inquiry is and shall be deemed to be only approximate and will not in any manner be binding on the Institute. Before the deadline for submission of the online bid, IISER Mohali reserves the right to modify the tender document terms and conditions. Such amendment/modification will be notified on website against said tender ID

3. The rates offered should be FOR Chandigarh/Mohali in case of firms situated outside Chandigarh/Mohali, and free delivery at the Institute premises in case of local firms. Supplier from outside India should mention the Ex-works/FOB/FCA/CIF/CIP price clearly. Conditional tenders will be summarily rejected.
4. In case of Ex-godown terms the amount of packaging forwarding freight etc should clearly be indicated by percentage or lump sum amount. Institute has policy not to make any advance payments towards any purchase, Letter of credit can be opened if required.
5. THE INSTITUTE IS EXEMPTED FROM EXCISE AND CUSTOM DUTY under notification no- 51/96 –CUSTOM DATED 23/7/1996 AND DSIR REGISTRATION NO TU/V/RG/- CDE(1062)/2011 DT. 02/09/2011 / EXCISE NOTIFICATION NO. 10/97- CENTRAL EXCISE DT. 01.03.1997.
6. Tax: This Institute is not exempted from the payment of GST. The current rate (i.e. percentage of Sales Tax should be clearly indicated included or excluded) wherever chargeable. Please also provide/upload the copy of PAN card, GST number duly self-attested.
7. The delivery period should be specifically stated. Earlier delivery will be preferred
8. The firms are requested to provide/upload detailed description and specifications together with the detailed drawings, printed leaflets and literature of the article quoted. The name of the manufactures and country of manufacture should also invariably be stated. In the absence of these particulars, the quotation is liable for rejection.
9. Validity of offer: 180 days. The warranty period after satisfactory installation should be mentioned and firm should replace all manufacturing defect parts/ whole item under warranty without any extra cost including clearance, freight, taxes. Security deposit/ Bank Performance Guarantee @ 10 % of the value of supply order as per norms may be sought from the firms.
10. The right to reject all or any of the quotation and to split up the requirements or relax any or all the above conditions without assigning any reason is reserved by the IISER Mohali. For any corrigendum and addendum please be checked the website <https://eprocure.gov.in/eprocure/app> and <http://www.iisermohali.ac.in>
11. Disputes, if any, shall be subject to jurisdiction in the court of Mohali only.

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(Mukesh Kumar)
Assistant Registrar (S&P)