

GOVERNMENT OF INDIA
DEPARTMENT OF SPACE
SATISH DHAWAN SPACE CENTER SHAR :: SRIHARIKOTA – 524 124
NELLORE DISTRICT (A.P)

TENDER NOTICE NO.SHAR/HPS/PT/13/2009

On behalf of President of India, Head Purchase and Stores, SDSC SHAR, SRIHARIKOTA invites sealed quotations for the following:

Sl. NO.	Ref. Nos.	Description	Duration	Tender Fee
01	SHSH 2009 00 0135 NOTE: TENDERS ARE INVITED ON TWO PART BID BASIS.	Servicing and Maintenance of standard air conditioning and refrigeration units for a period of TWO YEARS.	2 Years	Rs.220/-

Last Date for issue of tender documents : 11.08.2009
Due Date for receipt of tender : 13.08.2009 at 15:00 Hours
Tender Opening Date : 13.08.2009 at 15:30 Hours

Instructions to Tenderers:

Full details/scope of work and general instructions to be followed regarding submission of quotations are indicated in the tender document (Annexure-I, II & III).

1. Tender documents can be obtained from the Senior Purchase & Stores officer, SCF Purchase, SDSC SHAR, Sriharikota –524 124, Nellore Dist. A.P.
2. Tender Fee shall be paid in the form of CROSSED DEMAND DRAFT ONLY. Any other mode of payment including Banker's Cheque is not ACCEPTABLE. The demand draft should be in favour of Accounts Officer, SDSC-SHAR, Sriharikota drawn on State Bank of India, Sriharikota. The Tender Fee is NON-REFUNDABLE. Your request letter along with Tender Fee (D.D) may be addressed to the Sr,Purchase and Stores Officer as indicated above.
3. Interested tenderers may, at the option, download the tender documents from the website and submit the offers along with the prescribed tender fee in the form of Bank DRAFT as per details given in the tender notification.
4. While requesting for Tender Documents, please super scribe on the cover as "Request for Tender document against PT.NO.SHAR/HPS/PT/13/2009".
5. Quotations received after the due date/time will not be considered.
6. While sending sealed quotation/offer, superscribe Tender Number and Due Date on the envelope.
7. SDSC-SHAR, Sriharikota is not responsible for any postal delays/loss of documents in transit.
8. Head, Purchase and Stores, SDSC-SHAR, Sriharikota reserves the right to accept or reject any/or all the quotations.

HEAD, PURCHASE AND STORES

INSTRUCTIONS FOR TWO-PART TENDER**File No. : SHSH 2009 00 0135****Item/Nature of work:** Servicing and Maintenance of standard air conditioning and refrigeration units for a period of TWO YEARS

We are proposing to invite Tenders in Two Parts viz. Part I - Technical and Commercial & Part II - Price.

All Tenders are requested to follow carefully the following instructions before preparing their offer.

I Part I: TECHNICAL & COMMERCIAL BID

- i) This part should contain detailed specifications of the terms quoted by you along with Technical literature and leaflets if any.
- ii) All the Commercial terms and conditions applicable also should be indicated separately under separate heads.
- iii) The Commercial terms such as delivery terms, delivery period, payment terms, Warranty, validity of the offer, Installation & Commissioning, Duties and Taxes etc., shall come into this.
- iv) Either Technical Specifications or terms & conditions as above should be very clearly reflected item-wise with reference to the items called for in the tender.
- v) Please note the ***PRICE SHOULD NOT BE*** indicated in this part. However a replica of price bid **WITHOUT INDICATING THE PRICE** may please be sent for evaluation of elements taken into account.
- vi) Technical and Commercial part as described above shall be prepared and put in a sealed cover & super scribed and addressed as follows:

Tender No. : SHSH 2009 00 0135**Due Date : 13.08.2009 AT 15:00 Hrs.****PART I : TECHNICAL & COMMERCIAL BID****To: The Head Purchase & Stores
SCF Purchase
Satish Dhavan Space Centre
SHAR /Sriharikota – 524 124.
Nellore Dt. A.P. State**

II PART II : **PRICE BID.**

- i) The prices applicable for the items, i.e item-wise details in response to the tender shall mention in this part.
- ii) Tenderer shall indicate very clearly item-wise prices with reference to their technical offer.
- iii) Price part prepared as above shall be enveloped and superscribed as follows:

Tender No : **SHSH 2009 00 0135**

Due Date : **13.08.2009 AT 15:00 Hrs.**

Part II : **PRICE BID**

To : **The Head Purchase & Stores
SCF Purchase
Satish Dhavan Space Centre
SHAR/Sriharikota – 524 124.
Nellore Dt. A.P.State.**

III The Technical & Commercial envelope (Part I) and Price cover (Part II) prepared as above should be inserted in another bigger envelope and superscribed as follows:

Tender No. : **SHSH 2009 00 0135**

Due Date : **13.08.2009 AT 15:00 Hrs.**

Part I & Part II: **INDIVIDUALLY SEALED INSIDE**

To : **The Head Purchase & Stores
SCF Purchase
Satish Dhavan Space Centre
SHAR/Sriharikota – 524 124.
Nellore Dt. A.P.State.**

ANNEXURE-II
TERMS AND CONDITIONS

WORK
SERVICING AND MAINTENANCE OF WINDOW / SPLIT / MULTI SPLIT / DUCTABLE SPLIT AIR CONDITIONERS / WATER COOLERS / REFRIGERATORS / DEEP FREEZERS / WALK IN COOLERS / MORTUARY COLD STORAGE SYSTEM AT SDSC SHAR / SULLURPETA AND CHENNAI, ISRO GUEST HOUSE AT ADAYAR.

1.0	BRIEF DESCRIPTION OF LOCATION
	Sriharikota Island (SDSC, SHAR) is located 100 KM North of Chennai, 18 KM away from Sullurpeta the nearest railway station. Sriharikota is well connected to the Chennai – Kolkata (NH5) national highway and is easily accessible. The equipments to be serviced / maintained by the maintenance agency are located in different facilities which are well connected by internal roads. Some equipments are located in Sullurpeta and about 41 units are located in Chennai city.

2.0	TYPE OF SERVICE CONTRACT AND DETAILS OF ITEMS COVERED
2.1	The service contract is a comprehensive maintenance contract covering all spare parts, for the equipments listed in the enquiry. This also includes Remote for Split AC, Window AC including Battery cells, and water filter (Paper felt type) for Water coolers etc.,
2.2	The equipments are located in different facilities in an area of about 240 sq. KM . in Sriharikota.
2.3	The standard units are of different makes and capacity and all of them are to be serviced under this contract.
2.4	Multi-split air conditioners indicates two independent refrigeration systems i.e. one condensing unit with two compressors and two evaporator units.
2.5	Mortuary consists of a 3 Tier tray with a refrigeration capacity of 2.5 TR with 100% stand by system.
2.6	(Age 1 to 5 years) indicates that the tenderer has to service the AC&R units for all the items / spare parts not covered under warranty given by the manufacturer. Generally compressors of Air conditioners are only covered under 5 year warranty by manufacturer. Please note that on 5 years warranty replacement by manufacturer, compressor fixing with the unit and Gas charging has to be done by the AMC contractor.
2.7	(Age above 5 Years) indicates an all inclusive service contract for AC & R units including repair/replacement of Compressors.

ANNEXURE-1I
TERMS AND CONDITIONS

3.0	TAKING OVER OF UNITS FROM THE DEPARTMENT FOR THE CONTRACT	
3.1	The service contract shall be valid for a period of TWO YEARS from the date of handing over of the units to the contractor. The units will be handed over for servicing either all the units at a time or in batches depending upon the requirements. Some of the units may be added during the currency of the contract. However, the two-year period will be counted from the date of first batch of units handed over for servicing. The tentative date of commencement of contract is 01.10.2009	
3.2	The process of handing over and taking over of units will be carried out directly by the Construction and Maintenance Division of the Air conditioning section with the approval of Dy. Head A/C /CMD.	
3.3	The following quantities of units may be included in the AMC Contract after expiry of comprehensive warranty offered by the manufacturer as below: However separate amendment will be issued for the inclusion of the above units into contract.	
3.3.1	From January 2010	Window A/C's 1.5 TR & 2.0 TR – 10 Nos Single Split A/C's 1.5 TR & 2.0 TR – 40 Nos
3.3.2	From June 2010	Single Split A/C's 1.5 TR & 2.0 TR – 10 Nos
3.4	The Department reserves the right to add any units for servicing / maintenance under this contract during the currency of the contract.	
3.5	The units handed over for maintenance may be withdrawn by the Dept. from the service contract at any time on any ground, if felt not required to be serviced.	

4.0	HANDING OVER OF UNITS TO THE DEPARTMENT AT THE END THE CONTRACT	
	At the end of the contract period all the units should be handed over to the Department or its authorized agency in serviceable condition	

5.0	MAINTENANCE PROGRAM	
5.1	Servicing of standard units shall confirm to relevant standards of the industry	
5.2	The contract includes preventive and break – down maintenance.	
5.2.1	The servicing shall include : <ul style="list-style-type: none"> i) The water storage tank of water coolers and candle type filters of the water line are to be cleaned once in fifteen days. ii) The water filter pads of water filters are to be replaced once in 15 days for the water coolers. The filter element of candle type filters are to be replaced and when they are found unserviceable and as directed by Dy. Head A/C / CMD. iii) Necessary water inlet connection from the Dept. Supply point to the water cooler and necessary drain line to the nearest drain point shall be in the contractors scope 	

ANNEXURE-1I
TERMS AND CONDITIONS

5.2.2	<p><u>Monthly</u></p> <ol style="list-style-type: none"> 1. Lubrication of all motor bearings. 2. Cleaning of all filters. 3. Checking of the grill temperatures in the case of air conditioners. 4. Checking of excessive vibrations of the machinery & equipments. 5. Checking the soundness and safety of electrical connections. 6. Checking of voltage and current. 7. Polishing of decorative cabinets and grills. 8. Periodic checking of all the controls including replacement of defective / faulty controls.
5.2.3	<p><u>Quarterly</u></p> <p>In addition to the monthly maintenance as described above, the contractor shall under take cleaning of units internally and externally, scraping of rusted parts and necessary painting and as directed by the Dy. Head A/C / CMD.</p>
5.2.4	<p><u>Yearly</u></p> <p>In addition to the above the contractor shall under take removing of the units from its Location, dismantling the various components of the unit clearing, tinkering, testing, assembling, repainting and re installation at their respective places. Units may have to be taken to the work shop as directed by the Dy. Head A/C / CMD.</p>
5.3	Maintenance / Service card is to be printed by the Contractor in the format stipulated and the same is to be maintained by them in respect of each unit at no extra cost.
5.4	Contractor shall plan for execution of jobs as desired by the Department and submit the job plan to Department.
5.5	The contractor shall co-ordinate with SDSC, SHAR for jobs as well as other related matters.

6.0	REPLACEMENT OF DEFECTIVE COMPONENTS
6.1	Contractor shall satisfy himself about the specification and adequacy of the Components, parts while replacing the same.
6.2	<p>REPLACEMENT OF DEFECTIVE COMPRESSORS:</p> <p>All the compressors are of hermetically sealed reciprocating and rotary type and of different makes. The defective compressors during servicing shall be replaced with compressors repaired through the respective manufacturers only.</p> <p><u>IMPORTANT:</u></p> <p>Locally repaired compressors will not be accepted. Necessary certificate from the manufacturer shall be furnished to department in this regard</p>

ANNEXURE-1I
TERMS AND CONDITIONS

6.3	<p>The rewinding / repairs in respect of various fan motors</p> <p>The rewinding / repairs in respect of various fan motors of the appliances shall be carried out by a competent agency for quality assurance.</p> <p><u>IMPORTANT:</u> The successful tenderer shall furnish all the details of the agency, to the department, for qualifying the capacity and competency of agency by Department for carrying the job indicated under this contract.</p>
6.5	Consumables like refrigerant, lubricating oil etc. and 10% of fast moving spares should be stocked at the work shop at SDSC SHAR, Sriharikota
6.6	The details of spare parts replaced / repairs undertaken for each unit shall be prepared and submitted along with monthly bills.

7.0	TRANSPORTATION OF COOLING APPLIANCES
	Transportation of cooling appliances from site to Contractor's workshop and back to site will be at sole risk and cost of the contractor for the damages caused in transit. The rates quoted shall include all the incidents like transportation of the units from site to workshop and vice-versa wherever necessary. Jeep / Van / Auto Rickshaw with trailer: 1 No, to be stationed in Sriharikota during entire period of contract

8.0	COMPLAINT MANAGEMENT
8.1	Necessary recording of complaints and job attended shall be maintained. Details shall be the date of complaint, name of the complainant, spare parts replaced, date of completion . This shall be produced to the department as and when required .
8.2	The Contractor shall take up the job as per work requirements immediately and complete the same without any delay what so ever. The contractor shall possess all the tools and fixtures including testing instruments like Tong Tester, Multi meter, Thermometer etc, and shall also make them available for carrying out the jobs
8.3	The contractor shall ensure that the air conditioning facility would not suffer at any time and the contractor shall make alternate arrangement, in case there is any delay in repairing the defective compressors and other components. In case there is a delay in rectifying the problem of the unit/making alternate arrangements for more than a week from the date of the receipt of the complaint, notice will be served by the Department to the contractor and necessary amount will be deducted from the monthly bill on a pro-rata basis. The decision of the Dy. Head A/C / EMD shall be final and binding on the Contractor.
8.4	The contractor should keep as stand by 1 No each of Voltas, Amterx, Hitachi ,Blue star, Window AC, Split AC Indoor units and condensing units for units along with 3 Nos. of sealed compressors and 4 Nos. fan motors suitable for various units at SDSC SHAR, SRIHARIKOTA.

ANNEXURE-1I
TERMS AND CONDITIONS

9	DEPLOYMENT OF ENGINEER ,TECHNICIANS AND HELPERS, OFFICE CLERK
9.1	Well experienced / qualified Engineer, Technicians and Helpers, are to be stationed by the contractor at sriharikota during the entire period of the contract. The contractor should keep one Graduate Engineer with one year experience, eight air conditioning / refrigeration technicians and eight helpers for site, one senior technician with two helpers at repair shop, one office clerk for maintaining the service records for maintaining the units in SDSC SHAR.
9.2	Ref. Mechanic with minimum three year experience and after qualifying by Department are to be deployed for carrying the job indicated under this contract
9.3	The contractor has to make his own arrangements for transport of his personnel . Scooter / Moped / motor cycle: 5 to 6 Nos. are to be stationed in Sriharikota during entire period of contract for attending the complaints/servicing/maintenance of units.
9.4	The Contractor shall furnish the details of personnel who shall under take the job at site for obtaining Department's clearance.
9.5	The contractors representatives shall observe all the disciplinary and safety codes as applicable at the premises of the SDSC, SHAR / Department including wearing of uniform and safety shoes.
9.6	The Contractor has to make his own arrangements for Transport, Lunch, Dinner etc.
9.7	Due to any reason if Engineer/Technician/ Helper is not stationed, penalty will be levied at rate of Rs. 15000/- per month for Engineer, Rs 8,000/- per month for technician and Rs 5,000/- for month for helper

10	Department scope for the contract
10.1	A centrally located small workshop with the following equipments will be made available to the contractor. No rental charges are proposed either for the building or for the equipments.
10.1.1	<u>List of equipments proposed to be made available to the contractor for use during the contract period.</u> a) ARC Welding machine : 1 No. b) Gas welding set with gas : 1 Set. The above equipments should be returned to the department at the end of the contract period, in good serviceable condition.
10.1.2	electricity charges will be recovered at prevailing rates of Andhra pradesh. Transmission corporation .
10.2	Two residential quarters, subject to availability, will be provided for housing bonafide staff of the contractor at the rates decided by the department. . These charges will be recovered on monthly basis.
10.3	Telephone connection, one at the work shop and one at the residential quarter will be provided on chargeable basis at such rates as may be decided by the department
10.4	The Contractor has to make his own arrangements in regard with the accommodation / Telephone connection at Sullurpeta, if the same is not provided by the department

ANNEXURE-1I
TERMS AND CONDITIONS

10.5	Nitrogen for leak test, Oxygen and acetylene gas for brazing purpose will be made available by the department at free of cost to the tenderers. The tenderers shall make necessary arrangement for collection it from central stores of the department, is under the scope of the Tenders
------	---

11	PAYMENT
	The contractor shall raise the invoices in triplicate, enclosing the work completion certificate / test certificate duly certified by the Construction Maintenance Division's representative, at various locations. The work completion / inspection certificate should clearly indicate the job, carried out, and all the relevant information. The invoices raised shall be submitted to the Head / Construction Maintenance Division, SDSC, SHAR or his authorized representative for checking, verification of the work attended and amount billed. The payment will be made once in a month on pro-rata basis for the actual work done in the preceding month on submission of certified bills

12	Submission of quotations ,validity of rates quoted, furnishing of EMD
12.1	The tenderer shall quote unit rates per year for each item of equipment
12.2	The rates to be quoted by the vendors shall be valid for a period of TWO YEARS from the date on which the units are handed over for servicing and maintenance. The rates shall be firm, fixed and Non- revisable and shall be extendable further one year by mutual agreement with department and contract agency.
12.3	The tenderers shall submit quotations in two parts i.e., part –I: Technical and commercial and part –II : price/rates. Both parts shall be submitted in separately sealed covers. Clearly indicating part – I and Part – II. Deviations, if any is noticed in technical and commercial terms, part –II cover (Price bid) will be opened only after clarification and acceptance of deviations by the Department on technical and commercial terms.
12.4	<u>An amount of Rs 1,00,928/- is required to be paid by the vendor towards EMD at the time of bidding for the work. The EMD shall be furnished in the form of Account payee demand draft drawn in favour of “ Accounts officer, SDSC SHAR, payable at Sriharikota. The EMD will be adjusted towards security deposit payable by the contractor at the end.</u>

13	Submission of information for the Questionnaire
	The information required by us as per Annexure-II (Questionnaire) shall be submitted by the tenderers with the quotations. Tenders received from tenderers without proper confirmation/ information on each point of questionnaire/terms and conditions will not be considered.

ANNEXURE-1I
TERMS AND CONDITIONS

14	SUBMISSION OF PERFORMANCE BANK GUARANTEE
	<p>An amount of 5% of purchase order value is to be deposited by the successful tender towards performance Bank Gaurantee. This amount will be released on satisfactory completion of contractual terms and conditions and 25 months from the date of commencement of contract.</p>
15	SECURITY DEPOSIT FOR THE CONTRACT
	<p>An amount of 5% of PO. Value is to be deposited by the successful tenderes towards security deposit. The amount will be recovered from the monthly bill at the Rate of 5% of the bill. The Security deposit will be released after defect liability period of one year, from the date of completion of contract tenure.</p> <p style="text-align: center;">Alternatively, a Bank guarantee for 5% of the value of the purchase order valid for 36 months from the date of commencement of the contract may be submitted. (In this case, the EMD and security deposit recovered will be reimbursed to the contractor). The security Deposit/ Bank Guarantee will be released after satisfactory completion of the contractual terms and conditions</p>
16	CHANGE OF LOCATION OF UNITS
	<p>About 5 to 10 % of the units under service contract may require change of location during the currency of the contract. The Contractor shall arrange to remove, transport and reinstall the same as required by the Department. Necessary civil and electrical works will be arranged by the department at free of cost to the contractor</p>
17	TERMINATION OF CONTRACT
	<p>The contract is liable to be terminated if the work is not carried out as per the terms and conditions stipulated in the contract and the decision of the department in this regard is final and binding on the Contractor.</p>

NOTE: Tenderers are advised to visit the site before submission of quotation to take note of quantum of work

ANNEXURE – III**PRE – QUALIFICATION DOCUMENT IS INVITTED FOR THE FOLLOWING ANNUAL MAINTENANCE WORK**

Comprehensive maintenance of standard air conditioning and refrigeration equipment for the quantities (Approx.) given below :

1	Window AC 1.5 /2.0 TR (Age 1-5 Years)	410 nos
2	Window AC 1.5/2.0 TR (Age above 5 Years)	280 Nos
3	Split AC 1.5/2.0 TR (Age 1-5 Years)	360 Nos
4	Split AC 1.5/2.0 TR (Age above 5 Years)	130 Nos
5	Multi Split AC 3.0 TR (Age 1-5 Years)	38 Nos
6	Multi Split AC 3.0 TR (Age above 5 Years)	55 Nos
7	Ductable Split AC 3.0 TR to 5 TR capacity (Age 1-5 Years)	7 Nos
8	Ductable Split AC 3.0 TR to 5 TR capacity (Age above 5 Years)	4 Nos
9	Refrigerator (Capacity Ranging from 50 Ltrs to 380 Ltrs)(Age 1-5 Years	8 Nos
10	Refrigerator (Capacity Ranging from 50 Ltrs to 380 Ltrs) (Age above 5 Years)	45 Nos
11	Drinking water coolers (Capacity 15 Ltrs – 150 Ltrs) (Age 1-5 Years)	180 Nos
12	Drinking water coolers (Capacity 15 LTrs – 150 Ltrs) (Age above 5 Years)	85 Nos
13	Walk in coolers	5 Nos
14	Bottle coolers	2 Nos
15	Deep Freezer 165 – 280 Ltrs	2 Nos
16	Mortuary cold storage	1 Nos

Currency of contract : 02 Years

QUESTIONNAIRE (To be submitted on letter head)		
1	Name & Address of Tenderer (including phone/Fax details)	
2	Type of company (Limited, Private Ltd partnership or otherwise)	
3	Mangement details	
4	Main Business of the Tenderer	
5	No.of Engineers Employed in the company Specifically for maintenance work at out station (With qualifications and Experience of personnel)	
6	No. of Technicians Employed by the Tender continuously for the last 3 years for out station maintenance works (with qualifications and experience)	

NO : SHSH 2009 00 0135

ANNEXURE – III

**PRE – QUALIFICATION DOCUMENT IS INVITTED FOR THE FOLLOWING
ANNUAL MAINTENANCE WORK**

QUESTIONNAIRE (contd)

7	No. of Comprehensive maintenance contracts successfully Executed during the last 3 years with details like address of the customers, value of contracts , quantity and type of equipment maintained, period of contract and all other relevant particulars to qualify the tenderers for this work.	
8	No. of comprehensive maintenance contracts now beingCarried out with details like address of customer value of The contracts etc., as indicated against Sl.No.7.	
9	Equipment (Furnish only the existing available infrastructure) :	
9.1	Brazing sets	
9.2	Vaccum pumps	
9.3	Welding machines	
9.4	Tinkering / sheet metal fabrication machines	
9.5	Refrigerant charging kits, servicing machinery/ tools, painting facility etc.,	
9.6	Jeep/Van/Auto Rickshaw ith trailer and 2 Wheelers With their RC copies that can be deployed at Sriharikota Exclusively to carry out the above maintenance work.The Minimum require vehicles are four wheelers Jeep/Van/ Auto Rickshaw with trailer No 1 No., 2- wheeler : 5-6 Nos.	
9.7	Details of Income Tax, Sales Tax, Verification certificates : Enclosed with these documents	

NO : SHSH 2009 00 0135

ANNEXURE – III

**PRE – QUALIFICATION DOCUMENT IS INVITTED FOR THE FOLLOWING
ANNUAL MAINTENANCE WORK**

QUESTIONNAIRE (contd)

10	Confirm provision is made in the offer for deploying the Following minimum staff at SDSC SHAR.	
10.1	Trained and qualified Engineer – 01 No (GRADUATE ENGINEER WITH ONE YEAR EXPERIENCE)	
10.2	Trained Air conditioning / Refrigeration Technicians - 08 Nos	
10.3	Helpers to assist the Technicians -08 Nos	
10.4	One office clerk for maintaining the service record for maintaining the units in SDSC SHAR.	
10.5	One senior technician with two helpers at repair shop	

I/We declare that information furnished are complete all respect to justify our status and there will be no necessary to cal for any additional information to bridge any gap.

I/We declare that information's furnished in the tender documents are true and correct in all respects and I/We shall avoid by the commitments made in this tender documents.

Authorised Signature :

Station :

Name & Designation :

Date :

Name & address of the tenderer :

NOTE: TENDERERS MAY FURNISH THE ABOVE DETAILS IN SEPARATE SHEET FOR EACH PART IF THE SPACE IS NOT SUFFICIENT. PLEASE NOTE THAT ALL THE POINTS ARE TO BE ANSWERED.

SHEET 03/3