

**OFFICE OF JOINT DIRECTOR CUM SUPERINTENDENT**  
**GANDHI MEMORIAL HOSPITAL REWA M.P**

**TENDER**



*Shy*  
*12/3/24*

**2024—2025**

SHYAM SHAH MEDICAL COLLEGE & ESTABLISHED  
HOSPITAL COMPREHENSIVE ANNUAL MAINTENANCE  
CONTRACT FOR WINDOW/SPLIT AIR CONDITIONERS,  
WATER COOLER COMPLETE RO SYSTEM AND  
MAINTENANCE OF REFRIGERATORS AT SHYAM SHAH  
MEDICAL COLLEGE (SSMC) AND ESTABLISHED HOSPITAL  
AND ALL HOSTELS, REWA

*Shy*  
*12/3/24*

E-TENDER NO. 09 /2024-25

Price Rs. 3000/-

*Shy*  
*12/3/24*

## ONLINE TENDER SCHEDULE

E-TENDER NO. /2024-25

| S.No. | Schedule                  | Start Date & Time               | Expiry date & Time   | Envelopes |
|-------|---------------------------|---------------------------------|----------------------|-----------|
| 1.    | Purchase Of Tender Online | 16-03-2024<br>11:00AM           | 08-04-2024<br>5:00PM | —         |
| 2.    | Bid Submission Online     | 16-03-2024<br>11:00AM           | 08-04-24<br>5:00PM   | —         |
| 3.    | Technical Proposal Open   | 12-04-24<br>11:00AM             | —                    | —         |
| 4.    | Financial Bid Open        | Shall be informed<br>separately | —                    | —         |

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Mob. no.- 07662-350106, 9617348113, 9644695933, 7747078415

List of Mandatory document to be uploaded online in the portal :-

1. Online deposit receipt of earnest money Rs.-30,000/-(thirty thousand rupees Only)
2. Original tender form purchased online with seal and signature.
3. self attested photocopy in income tax return filled for the financial year 2021-2022 and 2022-2023. (assessment year 2021-2022 and 2023-2023-24)
4. Photo copy of the registration of established of firm/company.
5. Dealer Ship certificate/ authorized center / authorized service provider certificate.(issued by any similar work registered company)
6. Experience certificate last 2 year (final year 2021-2022,2022-2023)
7. Annual turnover certificate issued by the concerned CA . ( not minimum 08 lacs /year financial year 2022-2023)
8. Prescribed non-Judicial stamp of Rs-100/-
9. Photocopy of pan card.
10. photocopy of GST registration.

**Note:- If even one document is found missing from the required mandatory document ,the tender will be cancelled .**

List of Mandatory document to be uploaded online in the portal Technical Bid.

| S.no | Technical Criteria of document   | Attached |    |
|------|--|----------|----|
|      |  | Yes      | No |
| 1.   | Online deposit receipt of earnest money Rs.-30,000/-(thirty thousand rupees Only)  |          |    |
| 2.   | Original tender form purchased online with seal and signature.   |          |    |
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| 9.   | Photocopy of pan card.   |          |    |
| 10.  | Photocopy of GST registration.   |          |    |

## 01. NOTICE INVITING TENDER

SSMC, Rewa invites tender for the work of comprehensive annual maintenance contract for window/split Air Conditioners(AC), Water Cooler complete RO system and Maintenance of Refrigerators at shyam shah medical college (SSMC) and established hospital and all hostels, Rewa for the period of one year, from the experienced agencies in the relevant category of work and who have carried out similar work with Govt. departments/PSU's and also from the reputed AC manufacturers or their authorized dealers as per the requirements and details enclosed.

The details are as summarized below;

|     |   |   |
|-----|---|---|
| (a) | Name of work;                                 | Comprehensive Annual Maintenance contract for window/split air conditioners, water cooler complete RO system and maintenance of refrigerators at Shyam Shah Medical College (SSMC) and established hospital and all hostels, Rewa   |
| (b) | Pre-Qualification Requirement(PQR) of bidders | Eligibility criteria for the issue of the Tender documents are as under;<br>1. Reputed AC manufacturers or their authorized dealers as per the requirements or their authorized service providers/ experienced agencies for providing CMCs for air conditioners(AC)<br>2. Experience of successfully carried out the similar kind of Air Conditioning, Water Cooler and Refrigerators within the last five year. (Last two-year experience certificate count) SSMC reserve the right to call for documentary proof, if required.<br><b>Experience certificate for experience of maintenance work in reputed organization.</b> |

## 02. INSTRUCTION OF THE TENDERERS

Comprehensive Annual Maintenance contract for window/split air conditioners, water cooler complete RO system and maintenance of refrigerators at Shyam Shah Medical College (SSMC) and established hospital and all hostels, Rewa with following terms and conditions;-

### **General condition;-**

1. Tender shall be submitted in official tender form online only. If submitted in any other form the same shall be summarily rejected.
2. The approximate numbers of split/window ACs, water cooler and maintenance of refrigerators to be covered under CMCs respectively. However, the exact nos./quantity may increase or decrease at the time of issuing of work done/during the contract period.
3. The service provider shall provide direct service and shall not employ sub-contractors.
4. The agencies can inspect the site and equipment's with the AC technician after taking prior approval all working days. No extra shall be payable for non-awareness of the site/equipment's conditions and constraints.
5. Offers are invited for the CMCs of different make and capacities of window/split, water cooler and maintenance of refrigerators (Annexure-A)

6. Corrections, if any in the tender must be attested by the tenderer.
7. SSMC reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.
8. Late tender will not be considered and shall be rejected.

**Eligibility conditions**

1. Bidder should have experience in the service/Maintenance of Air-Conditioners (Window/split/) and water cooler to various places in organizations.
2. Certificate in support of experience for having undertaken this kind of business along with a list of organization where the contractor is currently providing has provided CMCs of window and split AC, water cooler and maintenance of refrigerators covered in the tender.
3. Service providers should furnish PAN; service provider must have GST registration and other statutory requirement if any as applicable.
4. The agency/firm should not have been blacklisted by any Govt. office.
5. Self-attested copy of documentary proof as required above must be furnished along with technical bid and in case the required information and documents with the technical bid are not furnished, the tender shall be rejected.
6. The technical bids will be opened first. In selecting technically suitable parties, the decision of hospital authority will be final and binding.

**03. GENERAL TERM AND CONDITION**

- The contractor or his representative should not remove, disturb and dislocate the existing equipment and its parts from its positions until and unless it is authorized by the engineer in charge.
- The entire installation should be intact at any time of inspection as was handed over to him at the time of initial taking over of its maintenance. Care shall be taken not to damage installation by improper handling.
- The contractor shall inspect and examine the site and its surrounding and shall satisfy himself before submitting his tender as to the nature of the site, the quantities and nature of work and material necessary for the providing the services.
- **Taking over air conditioners and water cooler for CMCs contract**
  - a. All air-conditioners along with water coolers shall be taken from the department on “as and where installed” basis in running condition.
  - b. The contractor shall ensure that all air conditioners are in proper working conditions at the time of taking over.
  - c. After completion of the contract, contractor shall hand over the system in perfect running condition (complete in all respects as per inventory) to the department.

- **Maintenance of refrigerators**
  - a. . To ensure that proper cooling is maintained by all refrigerators.
  - b. .
- **Commencement of work**

The contractor is required to start the work 7 days from the date of award/ date of communication of acceptance of the tender. In case it is found that the work has not been taken up within 7 days from the date of acceptance of the tender or issue of the work order, the hospital authority may cancel the work order and forfeit the security deposit, deposited along with tender without any reference to the contractor.
- **Duration of contract**

The contract would be initially for a period of 12month from the date of commencement or work. It can be extended further period of one year on the same terms and condition, if both parties desire/agree.
- The tenderer shall quote the rates in the enclosed “BOQ of window/split AC, water cooler and Maintenance of refrigerator” in Annexure only. However, the work
- **Payment terms and conditions**
  - a. The payment to the agency will be made on quarterly basis (shall means Three months) at the end of each quarter.
  - b. The maintenance charges quoted by the agency per item are on yearly basis exclusive of GST applicable as govt. Rule. No escalation of prices shall be permitted on any ground.
  - c. The CMCs premium will be released quarterly at the end of each quarter on the production of bill and service reports weakly signed by the Head of Department/ Nodal officer or any other authorized person.
  - d. This is the sole responsibility of the contractor to submit the service reports of scheduled / breakdown service report at the time of submission of bill.
- **Labour**
  - a. The contractor shall employ its labour in sufficient numbers to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the contract and to the satisfaction of the Hospital authority. The contractor shall not employ in connection with the works any person who has not completed 18year of age.
  - b. All the workers or employee deployed by the contractor shall be considered the employee of contractor and corporation shall not have any liability what so ever in nature in regard to such workers/employees.
  - c. The contractor shall indemnify and keep indemnified
    - i. **Any claim arising out of third party loss/ damage to life or property caused by/ during execution of the work.**
    - ii. **Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work.**
    - iii. **Any claim due to non-compliance of applicable PF/ labour laws, ESI regulation etc.**
- **Review of contract**

The performance of the firm shall be reviewed in every quarter and if the performance is not found satisfactorily, the contract will be terminated by giving on 15 days’ notice.

  - The service shall be given on 24 hours basis and any complaint received by competent authority shall be attended
  - within 30 minutes for repair work in case of any breakdown. Therefore work force shall be kept accordingly on shift basis.

- Any breakdown/maintenance work shall be finished within stipulated time and prior information shall be given to concerned department along with estimated mentioned time for maintenance.

Type of ACs

- o split
- o windows

Maintenance of refrigerators

- o refrigerators 164 litre
- o ICR
- o Deep freezer

water cooler

- o water cooler with RO
- o water cooler without RO

#### **04. SCOPE OF WORK**

The scope and nature of services to be provided by the contractor shall include scheduled preventive maintenance services which cover periodic and break down servicing, along with replacement of defective spare parts, including compressor and other consumables, if required during the contract period. The rate quoted for services shall also include the charges for deputing manpower on all working days and emergency hours also and routine maintenance service which shall include at least the following services;

1. CMCs of window/split ACs and water coolers shall include supply of all material spares, replacement / repairs of compressor from OEM's (original equipment manufacturer), gas charging, air filter, electrical parts, servicing, overhauling, greasing, starting relay, overload protector, wiring repairs, motor rewinding with bush and shaft, tapes including handling charges, blower motor/outdoor fan motor, digital scanner, piping, insulation and spares of outdoor/indoor units replacement etc., complete in all respects, for ensuring the desired levels of cooling.
2. Maintenance of refrigerators and any other services not covered here.
  - At the time of repairing rates quoted (**all material spares in BOQ**)
3. CMCs shall also include deployment of full time mechanic and assistant during summer season working hours six days week including holidays at no extra charges. They will report to Hospital authority.
4. There should not be loose cables, hanging boards, naked live cables etc. proper earthing is must wherever it is required.
5. It shall be responsibility of the contractor to hand over at all CMCs awarded AC unit along with water cooler to SSMC in working condition at the expiry of the contract period.
6. This comprehensive maintenance contract shall be a contract for different types/make/capacities of air-conditioners and water coolers.
7. 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. 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. 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. Wash the filter of all ACs every month.
8. The history sheet of servicing/breakdown repairing of each and every unit shall be maintained. The copy of report shall be submitted along with the bill subsequent to the servicing activity. The cleaning/minor repair of stabilizers shall be covered under the CMCs contract.
  9. In case an AC is to be taken to the service station/workshop for repairs etc. with the permission of the hospital authority, the contractor will provide standby AC. SSMC will not pay any charges for standby AC and will not be responsible for any damage occurred in the standby AC.
  10. Details of all minor/major, routine/preventive repair/maintenance job undertaken shall be entered into the service sheet.
    - Following work is included in the comprehensive maintenance contract of window/split/ductable type air-conditioners;  
Besides periodic servicing of the ACs, contract shall include attending the breakdown calls, providing and fixing of any components of the machine (free of cost). Starting capacitor, running capacitor, thermostat, over load relay, selector switch, indicator, nuts, bolts, screws, motor capacitor, rewinding/repair of motor, repair/replacement of blower motor, brazing of coils if leaking, part wiring or complete wiring of AC (internally), supplying and charging of refrigerant gas, providing and replacement of compressor with new one or manufacturer repaired compressor(no cut weld/locally repaired compressor will be accepted as replacement), repairing of the insulation/pipes of split ACs etc. to ensure that ACs function in proper way.

#### **Split/window/ductable air conditioners**

- Time schedule and periodicity of work  
Work to be carried out monthly;  
The servicing and maintenance shall be carried out without disturbing the normal functioning of the ICU/ward/duty room/office, the filter shall be cleaned on weekly basis and record thereof shall be maintained.

*Note; Repairing is to be done immediately if on inspection any defect is found.*

Quarterly preventive Maintenance shall include the following;

- Checking motor bushings
- Ground connections
- Checking connection at the main plug
- Cleaning of blower and condenser fan
- Cleaning the evaporator and condenser coils
- Cleaning the equipment
- Checking and tightening of nuts and bolts
- Oiling the motor
- Checking cooling efficiency
- Overhauling of AC, with chemical washing process

However, the air filter of the Air-Conditioning unit shall be cleaned every month of the quarter.

#### **Break down service (BDS)**

Breakdown calls shall be attended to immediately and a record of such service, duly acknowledged by the person in charge of the location of the air-conditioner, shall be maintained. Breakdown service will include replacement of genuine spares and compressor and gas filling at the cost of the service provider.

#### **Comprehensive maintenance service (Once a year)**

The scope of work shall include all check and test as detailed under routine maintenance service. In addition comprehensive maintenance service shall be including;

- 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.
- c) Prevention of rusting of units.
- d) The ACs installed is of carrier, Hitachi, Daiken, Voltas, LG, Blue star and other Brand. In off-season that 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 next summer.
- e) Checking operation of controls of the air-conditioner such as thermostat, relays, remote control etc.
- f) Checking operation of the drive motors and fans
- g) Checking air flow through the supply air grill, return air grill, condenser.
- h) Checking air temperature at the supply air grill, return air grill, inlet air condenser, outlet air from condenser.
- i) Checking firmness of supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of air-conditioners etc.

### **Water Coolers**

1. The CMC is comprehensive and include free repair and replacement of parts which become necessary as a result of wear and tear during the period of contract like compressor, starting components, electrical accessories, thermostat, fan blower motor, fan blade, gas charging, overload relay. However any other material required for making the operational of water coolers during the maintenance/breakdown same will be provided by the corporation. The labor charges for replacement/rectification of the same are included in the scope of work.
2. Under preventive maintenance, you have to inspect all the water coolers once in a month periodically.
3. The CMC is for preventive as well as for breakdown maintenance of water coolers.
4. All the breakdown calls are to be attended within 24 hours positively free of charge during our normal working hours.
5. The following items shall be a part of contract;-  
Replacement of water filters, filter pads, sheet metal panels, unit structure of base, cabinet, condenser, evaporator tank, and condenser coil, front grill, single phase preventor, plastic parts, insulation, cabinet painting, cleaning of cabinet and water tanks and also including plumbing work.

### **The penalty amount per complaint will be follow;**

- I. Minor faults (replacement of running capacitors, relays etc. not rectified within 24 hour @ Rs 500/- per day)
- II. Major faults (repairing/replacement of copper coils, motors, gas filling etc. not rectified within 48 hours @ Rs 1000/- per day)
- III. The repairing of compressor, if not done within 72 hours @ Rs 2000/-
- IV. Any delay beyond 03 days in rectifying all minor/major faults at S.No. I,II except repairing of compressor, the equipment will be got repaired from the market and the actual cost of the same shall be recovered from the payable amount of CMC in addition to the penalties as mentioned in I,II.
- V. Any delay beyond 05 days in rectifying the faults at S.No. III (repairing of compressor), the equipment will be got repaired from the market and the actual cost of the same shall be recovered from the payable amount of CMC in addition to the penalties as mentioned in III.

- VI. 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 in case of failure by the contractor to rectify the complaints within the specified time.
  - VII. Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
  - VIII. Any damage resulting to the system on account of the negligence or mall-operation shall be made good by the contractor.
  - IX. The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the service to the satisfaction to the ward/department and any expenditure incurred therein for alternative arrangements by the hospital authority shall be recovered from the contractor.
11. The contractor or his representative should not remove, disturb and dislocate the existing equipment and its parts from its positions until and unless it is authorized by the hospital authority. The entire installation should be intact at any time of inspection as was handed over to him at the time of initial taking over of its maintenance. Care shall also be taken not to damage installation by improper handling.
12. The material requires replacement shall be of same quality/manufacture and specifications.
13. The contractors are responsible for the payment of Minimum Wages Act to the personnel deployed by it.

#### **14. Cancellation of Contract**

In cases of poor workmanship and non-compliance of tender/agreement or services provided by the contractor are not found to be satisfactory, the contract shall be terminated by the hospital authority by giving 10 days' notice even before the expiry of contract period and shall be forfeited the security deposit without assigning any reason what so ever.