



OFFICE OF THE
Admission Regulating Authority
NEW EXCELSIOR BUILDING, 9th FLOOR, FORT MUMBAI

9th Floor, New Excelsior Building,
A.K. Nayak Marg, Fort, Near CSMT,
Mumbai - 400 001 (M.S.)

Tel No. : 022 - 2201 6159
Website : <http://www.maha-ara.org>
E-mail : maharashtra.ara@gmail.com

F.No.2/ARA/AMC-Air Condi. /Tender/2020-2021/300

Dt.:01.04.2021

NOTICE FOR INVITING QUOTATION FOR AMC OF AIR CONDITIONERS

On behalf of the Secretary of Admission Regulating Authority, Fort, Mumbai limited tenders are invited from licensed reputed parties/ firms/ companies/ agencies well experienced in One Year Maintenance Contract of air Conditioners of the Admission Regulating Authority, Mumbai.

The Secretary of Admission Regulating Authority, Mumbai, invites limited sealed quotations from firms of outstanding repute engaged in under taking the comprehensive One Year Maintenance Contract of Air conditioners. The scope work is given at **Annexure- "A"** to this notice. The firm forwarding their quotations must comply with the terms and conditions mentioned at **Annexure- "B" and Annexure- "C"**. All the air conditioners for which quotations are invited for AMC are installed in the charge of the Secretary of Admission Regulating Authority, Fort, Mumbai. The vendors are compulsory required to visit the office of Secretary of Admission Regulating Authority, Mumbai prior to placing of bids for inspection of the AC's.

The sealed quotations for **comprehensive One Year Maintenance Contract** for cassettes, window and split air conditioner are invited in the pro-forma for filing the rates and other details enclosed with this tender notice as in **Annexure- "D"**. Tender documents shall be accompanied by a Demand Draft/Banker's Cheque for Rs. 1,000/- (Rupees One Thousand only) drawn on any Nationalized Bank in favour of the **Secretary, Admission Regulating Authority**, as tender fees.

Tender is invited in two parts, i.e. (1) Technically qualifying bid (2) financial bid. The tender form for qualifying bid as detailed in Annexure- "D" sealed separately, and kept in sealed cover together, should be super scribed as **"Quotation for AMC for Air Conditioners"** and should be submitted to the Secretary, Admission Regulating Authority, Fort, Mumbai, 9th Floor, New Excelsior Building, A.K. Nayak Marg, Fort, Mumbai- 400 001.

1. Sale of tender documents is from 01.04.2021.
2. Last date of submission/acceptance of tender is 15.04.2021 till 1.00 PM.
3. Date of opening of tender is 16.04.2021 at 11.00AM in the Conference Hall, 9th floor, Admission Regulating Authority, New Excelsior Building, A.K. Nayak Marg, Fort, Mumbai.

Incomplete tender/tender received beyond date/time notified above shall be out rightly rejected.

**Secretary of Admission Regulating Authority
Fort Mumbai.
Phone No. 022-2201 6159**



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Date: 01. 04. 2021

INVITATION FOR TENDER

1. ADMISSION REGULATING AUTHORITY (ARA), MUMBAI, invites sealed tenders from eligible firms located in and around Mumbai with experience in carrying out air conditioner repair and maintenance for Annual Maintenance Contract for Air conditioners installed at ADMISSION REGULATING AUTHORITY (ARA), New excelsior Building, A.K. Nayak Marg, Fort, Mumbai,400 001.

1	Name / Nature of the work	Annual Maintenance Contract of Air Conditioners (Window, Split and Cassette) of various types and Tonnage existing in ADMISSION REGULATING AUTHORITY (ARA), MUMBAI.
2	Time Period for execution	Initially for one year further extendable for one year based on performance of successful bidder
3	Period of issue of Tender Document	From 01/04/2021 to 15/04/2021 During office hours, available at ARA Office
4	Last date & time of submission of tender	15/04/2021, till 1.00pm
5	Date & Time of opening of Technical Bid	16/04/2021, till 11.00am
6	Date and Time of opening of Financial Bid	The Financial Bid will be opened after evaluation of Technical Bid, which will be announced later
7	Cost of Tender document	₹1000/- by DD in favor of ADMISSION REGULATING AUTHORITY (ARA), Mumbai. Payable at Mumbai
8	EMD	₹10,000/- by DD in favor of ADMISSION REGULATING AUTHORITY (ARA), Mumbai. Payable at Mumbai
9	Submission of Tender	The Bid documents are to be submitted in two separate envelopes, Envelope No-(1)-Technical Bid and Envelope No-(2)- Financial Bid. The Technical Bid and The Financial Bid are to be placed in two separate envelope sealed and super scribed as “Technical Bid” and “Financial Bid” respectively. These two envelopes are then to be placed in Envelope No-3 which is to be sealed and super scribed on the outside with the narration “ Tender for AMC of Air Conditioners at” ADMISSION REGULATING AUTHORITY, MUMBAI.

2. The Tender document can be downloaded from our Company’s website <http://www.maha-ara.org> and downloaded applications can be used for submission.

3. The applicants who have downloaded the application from website have to submit, along with the application form, a non-refundable DD for ₹1000/- (Rupees One Thousand only) in favour of, ADMISSION REGULATING AUTHORITY (ARA), Mumbai, Payable at Mumbai towards cost of the tender document.

4. The Admission Regulating Authority reserves the right to accept or reject, wholly or partly, any or all the applications without assigning any reason whatsoever. Company’s decision in this regard will be final and binding on all applicants.

Sd/-
SECRETARY,
ADMISSION REGULATING AUTHORITY, Mumbai



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Date: 01. 04. 2021

Annexure- “A”

1. SCOPE OF WORK

- a) AMC is required for the ACs installed in the office of the Secretary of Admission Regulating Authority, Fort, Mumbai.
- b) Attending to complaints raised by the office of the Secretary of Admission Regulating Authority, Fort, Mumbai/users office in-charge/users on daily basis within two hours of the complaint
- c) On site preventive and corrective maintenance of air conditioners at the office of Secretary of Admission Regulating Authority, Fort, Mumbai.
- d) The maintenance contract will include necessary repairs to the installed systems and replacement of defectives/damaged parts, components and other accessories free of cost.
- e) The maintenance service should be provided on all working days and as per the call on emergency basis from 09.30Hrs. to 19.00Hrs. The agency shall make the service of service engineers available on Saturdays, Sundays or other holidays in case of any exigency. Service engineer availability during the above time slot shall be ensured in the building.
- f) The agency shall also carryout periodic preventive maintenance including external cleaning of equipment once every month, during days and timings convenient to the users.
- g) The agency shall also carry out full routine service of the AC's thrice in the year.

Routine AMC Services:

Routine maintenance services shall include at least the following services:

- a) Cleaning/Replacement of filter.
- b) Checking operation of the controls of the air conditioners such as selector switch, thermostat, relays, remote control etc.
- c) Checking air flow through the supply air grill, return air grill, condenser.
- d) Checking operation of the voltage stabilizers and back up electrical power outlet/MCB.
- e) Checking operation of the drive motors and fans.
- f) Checking air temperature at the following location (Dry Bulb & Wet Bulb Temp.):
 - i) Supply of air grill
 - ii) Return air grill
 - iii) Inlet air condenser
 - iv) Out-let air from the condenser
- g) Checking firmness of the supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.
- h) Replacement of any component of air conditioners (outdoor and indoor units, in-let and out-let pipeline, electrical connections etc. Found defective after the above checks and tests.
- i) Charging of refrigerant Gas during the period of contract if need arises.
- j) Maintenance schedules mutually agreed upon will be prepared before commencement of the AMC. Any delay beyond the agreed schedule will attract penalty of 0.5% of work order value per day of delay or part thereof subject to maximum deduction of 10% of the work order value.



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Date: 01. 04. 2021

Annexure-“B”

2 TERMS AND CONDITIONS: -

- 2.1 AMC is required for approximately 16 air Conditioners in all installed in the offices of the Secretary of Admission Regulating Authority, Fort, Mumbai, which may increase or decrease, **the WORK ORDER will be issued on the basis of actual No. of Air Conditioners.**
- 2.2 AMC will be for a period of one year commencing from the date of the Agreement comes into force. If the services are found satisfactory the contract may be extended for a period of one more year of the same terms and conditions.
- 2.3 This office also reserves the right to transfer/reinstall any of the machines to another location in Mumbai.
- 2.4 The service provider shall maintain adequate stock of required spare parts in the store in his nearest service center.
- 2.5 The service provider shall ensure that in case of compressor breakdown. It shall be replaced with a new compressor of same model with at least one-year replacement warranty. Repairing of burnout compressor shall not be allowed.
- 2.6 The spare parts used for replacement shall be of same make/quality as installed in new air conditioner with warranty or guarantee of one-year period.
- 2.7 The service provider shall maintain service log book/file containing maintenance report duly countersigned by the office of the Secretary of Admission Regulating Authority, Fort, Mumbai official/users and user officer.
- 2.8 The details of air conditioners in the Secretary of Admission Regulating Authority, Fort, Mumbai office is enclosed at **Annexure-“D”**. Bidders can visit to the installation site before quoting the price in the attached BOQ. Bids placed without inspection of the AC's shall not be considered.
- 2.9 The quoted price shall be inclusive of all the expenses on amount of excise duties. Sales tax, GST, transportation, handling insurance etc.
- 2.10 Unsatisfactory performance of service will render this contract to be terminated without notice.
- 2.11 At the end of the period, the service provider shall demonstrate satisfactory testing and operation of all the air conditioners.
- 2.12 Any liability arising on the Secretary of Admission Regulating Authority, Fort, Mumbai shall be deducted from the bills of the vendor and if required the full amount.
- 2.13 Vendor must submit documentary proof towards turnover, working capital, net worth and return in equity in the form of Audited Balance Sheet/ Certificate from a Chartered Accountant.

2.A MINIMUM PRE-QUALIFICATION CRITERIA

(Attested Documentary proof for each item is to be furnished with Technical Bid)

THE TENDERER SHOULD FULFIL ALL THE FOLLOWING CONDITIONS TO BE ELIGIBLE FOR PARTICIPATION IN THE TENDER

- 2.A.1 The tenderer should be an Authorized service provider or Original Equipment Manufacturers for at least one of the reputed Brands of air conditioners namely Carrier, Voltas, Blue Star, L.G, Hitachi, Samsung, Daikin etc.. However, they should have requisite expertise in servicing and maintenance of other Brands of Air Conditioners also. A copy of Certificate/ Authorization letter issued by the company to the tenderer for being Authorized service provider is to be submitted.
- 3 The tenderer must have its office /branch located in Mumbai or nearby areas. Address Proof for the office / branch is to be submitted i.e. telephone bill or electric bill in the name of agency pertaining to the address is to be submitted.
- 4 The tenderer should have been engaged in providing Annual Maintenance Contracts for 80 nos. air conditioners for a minimum period of 3 years as on 31st March 2019. Certificate in support of experience for having undertaken this kind of business along with a list of organizations where the Contractor is currently providing/has provided AMC of ACs should be submitted in the tender.

- 5 The Tenderer must have Annual Turnover of ₹15 Lakhs in at least one of the last three Financial Years ending on 31-03-2020 (Annexure "C" along with necessary document to be enclosed with Technical Bid).
- 6 The tenderer should have necessary infrastructures/service set up in Mumbai to provide AMC Services.
- 7 The tenderer shall have a valid PAN number. The copy of the PAN number should be enclosed.
- 8 The tenderer should have valid GST Number. In case the firm is not covered under GST, an undertaking must be provided stating the clause under which GST is not applicable to them.
- 9 All the forms provided in the tender documents must be completed in full and all pages of tender documents must be signed and sealed before their submission.

3. LIABILITIES: -

- 3.1 The Party is liable to ensure that statutory liabilities like ESI, PF and Minimum Wage Etc. are paid. The first party will, in no way, be associated with the payment of statutory liabilities and salary to the personnel engaged/provided by the second party. Further, the first party shall not be responsible in any way with regard to injury or a mishap to the work force during their duty in the premises.
- 3.2 The employees/workers of the party deployed on the above job shall have no rights to claim with Admission Regulating Authority Department or to claim absorption on completion of the above contract tenure.
- 3.3 Any damage caused to any equipment/or items available at the office premises due to negligence of the party's work force shall be entirely on second party account. The amount so involved on this account shall be deducted from the payment due to the party.
- 3.4 The vendor shall personally be responsible for the conduct of his staff and in case of any complaint against any staff; vendor will be under obligation to change the worker when instructed by authority. The vendor shall observe all the laws and will be responsible for any prosecution of liability arising from breach of any of those laws. The Secretary of Admission Regulating Authority, Fort, Mumbai will not hold any responsibility with regard to staff on the role of the vendor whatsoever.
- 3.5 The vendor and his staff shall follow the rules and regulations of the Secretary of Admission Regulating Authority, Fort, Mumbai in force and instruction issued from time to time. The Secretary of Admission Regulating Authority, Fort, Mumbai will be free to take action against the vendor for violating the same.
- 3.6 In the event of the vendor failing to execute the work under contract in whole or in part an alternative arrangement will be made by the Secretary of Admission Regulating Authority, Fort, Mumbai totally at the cost and risk of vendor besides any suitable fine/penalty.
- 3.7 Following registers are to be maintained by technicians at Head Office without fail:
 - i) Complaint Register: All complaints received with respect to air conditioners under AMC are to be recorded with time and date of receipt and as and when complaints are addressed should be maintained.
 - ii) Spare Tool and Tackle Register: All the spares and tools and tackles are to recorded in the register. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time.

4. REPORTING: -

4.1 The party shall provide a report on the activities undertaken by his work force/supervisor in the premises to the Admission Regulating Authority on a monthly basis.

5. SECURITY DEPOSIT (EMD): -

5.1 The party shall deposit a sum of Rs. 10,000.00 (Rs. Ten Thousand only) by account payee Pay order/Demand Draft drawn in favour of 'Secretary Admission Regulating Authority, M.S. Mumbai' as account payee Demand Draft, Bankers Cheque or Bank Guarantee from any of the commercial bank before the commencement of the work. This amount shall be refunded to the party; by the department upon termination or expiration of this agreement after adjusting such dues or claims or both as may remain unpaid by the party to the Admission Regulating Authority at the time of determination or expiration of this agreement.

5.2 It may also be noted that in case of the party backing out during the contract period without the explicit consent of the Admission Regulating Authority, he will be liable to forfeiture of security deposit.

6. PERFORMANCE: -

6.1 If the performance of the party is not up to the mark, then the Admission Regulating Authority may take either of the following actions:

- (a) To engage another contractor,
- (b) To cancel the contract.

6.2 Any complaint made shall be attended within two hours. The delay if more than 24 hours will be treated as deficiency in service and will attract penalty of Rs.500 per day per Air conditioner. The party shall provide a dedicated phone no. & E-mail for lodging of complaints.

7. SUBLETTING: -

7.1 The party shall not sublet or transfer any part of the contract there of without the written permission of the Admission Regulating Authority. Any change in the placement of workers at the premises of the Admission Regulating Authority has to be intimated in advance to the first party.

8. INTRODUCTION OF NEW PARTNER: -

8.1 No one connected with or in the employment of Admission Regulating Authority, Mumbai shall admit by the party as a partner or shall have any interest in this contract.

9. REPLACEMENT: -

9.1 The performance of services will always be to the satisfaction of the Admission Regulating Authority whose decision in this regard shall be final and binding on the party. Should the performance of services by any of the workers not be satisfactory, the Admission Regulating Authority has the right to ask the party to replace the said worker at any time?

10. PAYMENT TERMS: -

10.1 The release of payment will be made on quarterly basis (at the end of third month on the production of 'Satisfactory Service Certificate' from the users/office prepared on the basis of service book/job card/log book maintained.

10.2 Payment shall be made on quarterly basis on receipt of bill from the party. No advance payment in any case would be made. The quarterly payment shall be made after accounting for any deductions/penalty, if applicable.

10.3 Merely submission of quotation does not entitle the service provider to forward its claim for awarding the AMC even if it has quoted the lowest rates. The AMC will be awarded to the eligible firm only after all the formalities as the terms and conditions are compiled with and valid documents are produced to the satisfaction of this office.

10.4 The contractors shall not be entitled to lodge claims for payments with regards to interest, etc., for delay in settlement of his dues due to any administrative reason.

11 TERMINATION: -

11.1 In the event of non-satisfactory performance of maintenance services by the party, the Admission Regulating Authority shall have the right and discretion to terminate this agreement and to forfeit the proportionate amount from the security deposited by the party.

12. VALIDITY OF CONTRACT: -

12.1 This contract will be valid for one year commencing from the date of agreement/work order. The contract may be extending for further one year with the same conditions of the contract, if, the existing service provider will provide good services. Company, at its discretion may extend the term further for a period of one year at the same rate, terms and conditions.

12.2 The agreement can be renewed on mutually acceptable terms before its expiry as decided by both the parties.

13. ASSIGNMENT: -

13.1 The party shall not assign this agreement or any part thereof or any benefit there under without the written consent of the Secretary of Admission Regulating Authority, Mumbai to any other party.

14. ARBITRATION: -

14.1 In the event of any question, disputes or difference arising between the parties relating to the interpretation and application of these provisions of this agreement, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so shall be referred for arbitration to the nominee of the Secretary of Admission Regulating Authority, Fort, Mumbai. The decision of Arbitration to the agreement in this regard shall be final and binding upon both the parties.

The parties shall continue to perform their obligation under this agreement during arbitration proceedings. The venue for arbitration will be Mumbai.



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Date: 01. 04. 2021

Technical Bid
Special conditions for the Comprehensive AMC of air Conditioners

Annexure- "C"

15. Bid opening

- 15.1 Technical Bids shall be open on 16.04.2020 at 11.00AM in the Conference hall, 9th floor, Admission Regulation Authority, New Excelsior Building, A.K. Nayak Marg, Fort, Mumbai in the presence of the bidder's representative who wishes to be present.
- 15.2 Technical Bids containing the tender fee Rs.1000/- non-refundable and the Security Deposit (EMD) of Rs. 10,000/- (Ten thousand only) shall be opened first. If the Security Deposit is not found as prescribed in the bid documents shall be summarily rejected. The Tender Evaluation Committee formed by the Secretary of Admission Regulating Authority, Fort, Mumbai will examine the bids to determine whether they are complete, whether the requisite Security Deposit has been furnished, whether the bids have been properly signed and stamped and whether the bids generally in order (Fax/e-mail offer will be treated as defective) in the technical bid.
- 15.3 The technical bids of only the technically qualified bidders shall be opened & considered. Only summary of prices quoted by the bidders will be readout. Rates quoted shall include all incidental charges and nothing extra shall be paid for extra hikes or any hindrances etc.
- 15.4 The bidder's names, general technical/ commercial details, the presence of the requisite bid security and such other details as the committee, at its discretion may consider appropriate will be announced at the end.
- 15.5 Company will finalize the L-1 tenderer on the basis of 'Amount' as mentioned in the column 'f' of the Financial Bid quoted by bidder.

Type of Contract	Technical Requirement	Commercial Requirement
One Year Maintenance Contract for Cassettes AC's / Split AC's	<p>A. The firms must have a similar experience of successfully undertaking the comprehensive AMC of Air conditioners in at least 2 (two) Government Organizations/ Semi-government Organization / PSUs/ Big establishments.</p> <p>B. Vendor must have completed at least 1 work order of 3 lakhs in last one year and at least three similar works in last three years. Documentary proof (Copy of the W.O and its completion certificate from the client) duly notarized by Notary Public must be submitted. *Similar work is defined as experience of providing Comprehensive MAINTENANCE CONTRACT SUCH TYPE OF AIR CONDITIONERS BEING OFFERED in Office.</p> <p>C. Electrical License.</p> <p>D. ESI/PPF</p> <p>E. Authorized service provider certificate respective company</p> <p>F. Split and cassette AC Repairing and maintenance 3-year Experience Certificate</p> <p>G. GST Certificate</p> <p>H. Pan No.</p> <p>I. Shop Act License or MSME certificate</p>	<p>I. Vendor must have a turnover of minimum Rs.15 Lakh in the immediately preceding financial year i.e. 2017-18, 2018-19 and 2019-20 Vendors must submit documentary proof in the form of Audited Balance Sheet/ Certificate from a Chartered Accountant.</p> <p>II. Vendor must provide valid registration Number of the firm for the GST purpose.</p> <p>III. Income Tax Return for the last three financial years i.e.2016-17 2017-18 and 2018-19, Form 16 A (copies) issued by the Government Organization deducting TDS on AMC service provided by the firm.</p>

***Similar works means providing AMC service of Cassettes, Split air conditioner of reputed brand**

BIDDER'S PROFILE

1	Name of Tendering Company/ Firm / Proprietor/ Agency (Attach certificate of registration)	
2	Type of Concern/ Firm/Company/Proprietorship	
3	Name of Authorized Person/Proprietor/ Director, etc.	
4	Full Address of Registered Office with Telephone No., FAX No. & E-Mail	
5	Full address of Operating/Branch Office/Service Centre with Telephone No., FAX No. & E-Mail	
6	PAN (Attach Self Attested copy)	
7	GST Registration No. (Attach Self Attested copy)	
8	ESIC Regd. No.	
9	Year of experience in the maintenance of Information Technology related equipment along with Associated peripherals	
10	Details of EMD deposited (Amount, Draft No. Date, BankDetails). In the case of MSME	
11	Turnover for last three Financial Years (Attach audited/unaudited, as applicable) Profit & Loss account and Balance Sheet for each year	
(a)	FY 2016-17	
(b)	FY 2017-18	
(c)	FY 2018-19	
12	Whether acknowledgement of filing of Income-tax Returns has been attached for the following Assessment Years	
(a)	Assessment Year 2017-18	
(b)	Assessment Year 2018-19	
(c)	Assessment Year 2019-20	
13	Details of Technical particulars and schedules/annexure enclosed	
14	Name and address of the authorized signatory/contact person for this tender	
15	Total staff strength of the company on its payroll	
	(i) Regular for last 2 years	
	(ii) Engineers/other staff	
	(iii) Daily Wagers	

2 Self-Attested copy of experience certificates/certificates issued by the competent authority for the satisfactory work carried out on Maintenance of Information Technology related equipment to Central/State Government/Public Sector companies for two years or more during the last five years. The

summary of that can be tabulated in the given format in chronological order: -

SN	Details of client along with address, telephone and FAX numbers	Amount of Contract (Rs.lakhs)	Experience certificate for the period	
			From	To
1				
2				
3				

(If the space provided is insufficient, a separate sheet may be attached)

8. Additional information, if any (Attach separate sheet, if required)

Name:

Signature of authorized person Date:

Seal:

Place:

Details of Annual Maintenance/Service Contracts Executed/Under Execution since 01.04.2015

S. No.	Name of Organization/Address	Contract Period		Value of Contract	Size of the Contract	Whether the Contract was with residential Technical Person or not
		From	To			
1	2	3	4	5	6	7

Signature of bidder

Date:

Name

Place:

Office Seal

Schedule - III

Details of Staff working continuously with the company for more than two years

Sl. No.	Name of the staff	Mobile No.	Email ID	Whether regular or temporary	Qualifications	Date of appointment	Designation

Signature of Bidder

Date:

Name

Place:

Office

Seal



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Date: 01.04.2021

Annexure- “D”

Quotation for Non comprehensive AMC, Semi comprehensive AMC, Comprehensive AMC for Air conditioners installed in 9th Floor New Excelsior Building, Fort, Mumbai. (Attached the AC Details List. Annexure-"E")

1)Non Comprehensive							
Product	Make	Capacity	Tenure	Qty	Charges (Rs.)	GST	Total Amount
Split AC (Inverter AC)	Hitachi	1.0 Ton	1 Year	2			
Split AC (Inverter AC)		1.5 Ton	1 Year	4			
Split AC (Inverter AC)		2.0 Ton	1 Year	3			
Cassette AC		1.5 Ton	1 Year	-			
Cassette AC		2.0 Ton	1 Year	4			
Cassette AC		3.0 Ton	1 Year	-			
Cassette AC		4.0 Ton	1 Year	3			
2)Comprehensive							
Product	Make	Capacity	Tenure	Qty	Charges (Rs.)	GST	Total Amount
Split AC (Inverter AC)	Hitachi	1.0 Ton	1 Year	2			
Split AC (Inverter AC)		1.5 Ton	1 Year	4			
Split AC (Inverter AC)		2.0 Ton	1 Year	3			
Cassette AC		1.5 Ton	1 Year	-			
Cassette AC		2.0 Ton	1 Year	4			
Cassette AC		3.0 Ton	1 Year	-			
Cassette AC		4.0 Ton	1 Year	3			
3)Semi-Comprehensive							
Product	Make	Capacity	Tenure	Qty	Charges (Rs.)	GST	Total Amount
Split AC (Inverter AC)	Hitachi	1.0 Ton	1 Year	2			
Split AC (Inverter AC)		1.5 Ton	1 Year	4			
Split AC (Inverter AC)		2.0 Ton	1 Year	3			
Cassette AC		1.5 Ton	1 Year	-			
Cassette AC		2.0 Ton	1 Year	4			
Cassette AC		3.0 Ton	1 Year	-			
Cassette AC		4.0 Ton	1 Year	3			

Name of Firm
Address in full
Telephone No. (Off.) Mobile No. TAN
....., GST No. PAN
.....Registration No..... Any other
information

(Please note: Quotations must be made on the letter head of the Service Provider giving the detailed as above.

16. The Secretary of Admission Regulating Authority, Mumbai reserves the right to accept or reject any or all quotations without assigning any reason. Quotation should be sent by Regd. Post/Courier/by hand. Quotation should be sent in sealed covers super scribed **“Quotation for Comprehensive One Year Maintenance Contract for Air Conditioners.”** and should reach the office of the Secretary of Admission Regulating Authority, 9th Floor, New Excelsior Building, A.K. Nayak Marg, Fort, Mumbai on or before 25.03.2021 by 1.00PM. The Quotation will be opened on 26.03.2021 at 11.00AM in the Conference Hall, 9th floor, New Excelsior Building, A.K. Nayak Marg, Fort, Mumbai in the presence of the parties or their representatives who wish to be present.

17. The period of the contract shall be one year from date of agreement/work order.

Secretary of Admission Regulating Authority
Fort, Mumbai.
Phone No. 022-2201 6159

**FORM OF APPLICATION
(On Tenderer Letter Head)**

Date:

To,

The Secretary,
Admission Regulating Authority, ,
9 th floor New excelsior Building,
A.K.Nayak Marg, Fort, Mumbai,400 001,

Dear Sir,

Tender for Annual Maintenance Contract (AMC/CMC) of Air Conditioner

1. I/we have read and understood the instructions and other terms and conditions furnished in the Company's Website in respect of the captioned tender. I/we hereby submit my/our application for the captioned "Request for proposal" of your Company. I/we do hereby declare that all the information furnished in the application and supplementary sheets are correct to the best of my/our knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
3. I/we clearly understand and agree that if any of the information furnished by me/us hereunder is found to be wrong or untrue or false or incorrect or incomplete, my/our application is liable to be rejected. Further, if I am/we are appointed as the 'Executing Agency' for the above Project on the basis of the information furnished in my/our application and the information furnished therein is subsequently found to be wrong, untrue, false or incorrect, my/our contract with the Company is liable to be terminated forthwith at the discretion of Company, at any stage, without notice and without any compensation whatsoever for such termination.
4. I / We understand and agree that the decision of Company in selection of the AMC Provider is final and binding to me / us.

Thanking You,

Yours faithfully,

Signature of the Tenderer.

Name:

Designation

Place:

TECHNICAL BID
(DETAILS TO BE FILLED BY THE BIDDER)

1. Name of the Company/ Organization:

2. Year of Establishment:

3. Constitution of the Establishment: (Proprietary/ Partnership/ Public / Private Company):

4. Place of Head Office / Registered Office:

with address

Telephone No. :

Fax No : Email :

Web site (if any):

5. Name of Chief Executive /

Proprietor/ Partner :

Telephone No. :

Fax No. :

Email

Name of contact person :

Telephone No. :

Land Line :

Mobile :

Fax No : Email :

6. Commercial Information Registration

(Enclose Attested Copy wherever Applicable)

a) GST Registration:

b) PAN : 7. Name & Address of the Banker:

7. Name & Address of the Banker:

DECLARATION BY THE BIDDER

I confirm that

- 1) No employee or direct relation of any employee of National Insurance Company Ltd is any way related as Partner /Shareholder/Director/Advisor/Consultant/Employee etc. of the Company/Organization.

- 2) The information furnished is correct to the best of my knowledge and belief.

.....
(Signature of Proprietor/Partner/Chief Executive)
Name
(In Capital Letter)

Place: (Seal of the signatory)
Date:

INSTRUCTIONS TO TENDERERS:

1. All details in forms to be furnished.

2. Use additional sheets for want of space.

3. Attach copies of latest documents in support of details provided.

FORMAT - I

COMPLAINT REGISTER

(To be submitted every alternate day in the morning to the ADIT (Trg)-3)

Sl. No.	Date & Time of receiving complaint	Name of the Officer/official who lodged the complaint	Contact No.	Room No. /Address	Type of complaint	Machine Sl. No.	Date and Time of attending to the complaint	Token No.	Status of the Complaint	Remarks
1	2	3	4	5	6	7	8	9	10	11

FORMAT-II

COMPLAINT FORM

Complaint No/ Token No.	Date and time	Name of Officer	Address	Tel. No.
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Equipment (Type of equipment, Make/Model & Sr. No.)

Nature of complaint

Attended on _____

Attended By _____

Rectified on _____

Date & Time

Remarks :

Signature of User/User Representative with Name

FORMAT- III

CLEANING RECORD
(To be submitted every 3 Month)

Date	Type of Equipment	Machine Sl. No.	Name of Building and Room No.	Name of the user	Signature of the user/representative
1	2	3	4	5	6

FORMAT-IV

ATTENDANCE REGISTER
Vendor's Support Staff and Engineers

Sl. No.	Name of the Engineer	Date	Time of Arrival	Time of Departure	Signature of the Engineer	Remarks of Officer In Charge	
1	7	2	3	4	5	6	7

