भाकृअनुप-राष्ट्रीय पटसन एवं समवर्गी रेशा प्रौद्योगिकी अनुसंधान संस्थान
ICAR-NATIONAL INSTITUTE OF RESEARCH ON JUTE AND ALLIED FIBRE TECHNOLOGY
भारतीय कृषि अनुसंधान परिषद
INDIAN COUNCIL OF AGRICULTURAL RESEARCH
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File No: 3(2)/Adm III/AC AMC/18-19 Date: 24.07.2018

To

Weather Makers (Air Conditioning) Pvt Ltd
Behala Industrial Estate
620 Diamond Harbour Road
Plot C/2
Kolkata- 700 034

Subject: Award of contract for Annual Maintenance Contract for two years (Comprehensive) for Air-Conditioners installed at ICAR-NIRJAFT

Sir,

In accordance with your quotation against our tender enquiry no. (2)/Adm III/AC AMC/18-19 dt 05.06.18 (eTender id: 2018_DARE_345433_1) on the subject mentioned above, the Competent Authority has been pleased to accept your offer. The formal order of Annual Maintenance Contract for two years is hereby placed with your firm for Air conditioners installed at ICAR-NIRJAFT at the unit rate of Rs.1062/- (including GST @18%) per AC per year, on the following terms and conditions for a period of two years w.e.f 01.08.2018-31.07.2020 as per detailed specification contained in our tender document.

Charge: Rs.900/- (basic rate) + Rs.162/- (GST@18%) = Rs.1062/- per AC per Year.

Terms & Conditions

1) You are required to deposit a sum of Rs.25,000/- (Rupees Twenty Five Thousand only) as security money in the form of Demand Draft/ Bank Guarantee drawn in favour of Director, ICAR-NIRJAFT and payable at Kolkata along with acceptance of the order. The amount will be refunded (without any interest accrued thereon) after the expiry of the contract satisfactorily.
2) You are required to post at least one well efficient technician permanently during the contract period at ICAR-NIRJAFT for attending day to day complaints. Since ICAR-NIRJAFT is a research Institute, the firm should have infrastructure to give support after or before working hours including Sundays and Holidays, if required.
3) The mobile number of the technician deployed at office must be registered with DDM Section and whenever the numbers are changed, the same must be informed to the Division immediately. The numbers registered must be accessible 24 hours round the clock.
4) There has to be mandatory servicing of each AC once in every quarter of the year besides any other maintenance / servicing as it may be required to keep the AC in perfect working condition in addition to servicing that may be required at any point of time for proper upkeep and function of ACs.

24.07.2018

5) The contract will be awarded initially for a period of two years but can be extended depending on satisfactory services & with mutual consent. The tender will be liable to be terminated even before the expiry of the contract period if the firm fails to provide satisfactory services or violates any of the conditions/terms of the contract. In that event, the security money deposited by the firm will be forfeited.
6) In case of implementation of Energy Efficiency measures by EESL at ICAR NIRJAFT as prescribed by Govt. of India, AMC will be withdrawn and pro-data payment will be made.
7) No advance payment will be given. **The payment shall be made through Electronic mode direct into the Bank account on Half-yearly basis upon submission of bill alongwith satisfactory reports from the users.** Tax will be deducted at source as per rules.
8) The rates are comprehensive and inclusive of all repairs/replacement of any parts such as Compressor 1/1.5/2 ton, gas charging/filling, Fan motor 1/1.5/2 ton, running and starting capacitor 1/1.5/2 ton, relay, overload protector, thermostat switch (window/split/ split with inverter technology), air filter, knob set, replacement of compressor (labour/service charge), grill, fan blade/blower, main body replacement, selector switch, water tray, remote kit, shifting and re installation of different type AC's with materials and no extra charge for such items shall be paid by the ICAR-NIRJAFT. All parts to be replaced should be done in the presence of user, should be of standard make with ISI mark. Only genuine spare parts are to be used as replacement. The rates are comprehensive annual maintenance rates irrespective of the types of AC viz, window/split type with or without inverter technology.

9) Defective spares/ compressors/ condensers are to be replaced with new compressors/ condensers and repairing of old compressors is not permitted. Whenever new compressors/ condensers are used, the contractor has to produce original invoice/ warranty card of the new compressor/ condenser. The compressor/ condenser should match with the original star rating of the AC machines.

10) The air-conditioners to be maintained are of 1/1.5/2 Ton capacity of different makes & models - windows AC & split ACs and some with inverter technology with remote control switches. The number of AC s to be maintained is approximately 177 (which might also vary) installed in various location of the Institute. The number may however vary depending upon the actual requirement of ACs from time to time. The unit rate shall be multiplied by the actual numbers of AC's being maintained by the firm (based on the signed user reports and accordingly the amount shall be paid against bill. Some ACs under repair are not covered under the 177(approx.) AC list and these ACs are also to be taken under AMC after completion of the repair at the same unit rate.
11) If the warranty of the New Ac's purchased by the ICAR-NIRJAFT expires during the period of this AMC, such AC's shall also be taken under AMC's at the same rate.
12) Complaints regarding the non-functioning of air conditioners are to be attended within an hour from the time of reporting from DDM Section. In case of minor technical problems, the same are to be rectified within 01 hour diagnosis of the complaint. The AMC contractor is entitled to take back the old faulty/ damaged part of the Air-conditioner, which are replaced by new parts. Any repair of the AC shall be done at our office premises and will not be allowed to be carried out of the office for repair except in essential circumstances. The repair shall be carried out on the same day or maximum by two days of the complaint. Any further delay or in case the person fails to service due to his absence or any other reasons will attract Liquidated damage clause. The contractor shall have to provide stand-by air-conditioner in working condition till such time the defective AC taken outside for repairs is fully repaired and installed back to the satisfaction of the user.
13) In the event of major repairs, if any of the air-conditioner is required to be taken outside the Institute, the same will be allowed to be taken outside only with the written permission of the

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ICAR-NIRJAFT. No separate charges on account of labour and transportation would be paid by the Institute for this purpose. The contractor shall have to provide stand-by air-conditioner in working condition till such time the defective AC taken outside for repairs is fully repaired and installed back to the satisfaction of the user.

14) **Liquidated Damages Clause:** An amount equivalent to two days of contract amount subject to a minimum of Rs.500/- will be levied as liquidated damages per day. Whenever it is found that the work is not up to the mark in any Section and if no action is taken within one hour upon intimation, liquidated damages clause will be invoked. Any misconduct/misbehavior on the part of the technician deployed by the agency will not be tolerated and such person(s) will have to be replaced immediately.

15) During currency of the contract, if any mishap occurs due to electrocution or faulty fittings, it will be the responsibility of the contractor to compensate the loss on account of injury to any person/property.

16) Other terms & conditions as contained in our tender document will invariably be applicable in this Annual Maintenance Contract.

Yours faithfully

Senior Administrative Officer

Copy to

1) All Heads of Division/Section/Cell
2) In-Charge, PME Cell with a request to upload the order in Institute's website
3) Director's Cell