



**ICAR - SUGARCANE
BREEDING INSTITUTE
COIMBATORE - 641 007
TAMILNADU**

Phone: 0422-2472621
Fax: 0422-2472923
E-Mail: director.sbi@icar.gov.in
Web: <https://sugarcane.icar.gov.in>
GSTIN: 33AAAAD2962K2ZT

**NOTICE INVITING TENDER THROUGH GeM TOWARDS ANNUAL MAINTENANCE
CONTRACT FOR AIR CONDITIONERS FOR THE PERIOD OF ONE YEAR AT ICAR-
SUGARCANE BREEDING INSTITUTE, COIMBATORE**

Online Bids under two bid systems (viz. Technical Bid & Financial bid) is invited on behalf of the Director, ICAR-Sugarcane Breeding Institute, Coimbatore - 641007 (Tamil Nadu) through GeM.

The details of tender is enumerated in the following annexures.

Annexure-I	General Terms & Conditions
Annexure-II	Scope of Work and List of Air Conditioners & Terms and conditions

IMPORTANT NOTES: -

1. Bids received on GeM portal only will be considered. Bids in any other form sent through sealed cover/email/post/fax etc. will be rejected.
2. The bidders are required to deposit an **Bid security/ Earnest Money Deposit (EMD) of Rs.30,000/- (Rupees thirty thousand only)** in the form of Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial Banks payable to the Director, ICAR Sugarcane Breeding Institute, Coimbatore. Scanned copy of the same shall be uploaded by Seller in the online bid and hard copy of the same will have to be submitted to the Director, ICAR-Sugarcane Breeding Institute, Coimbatore 641 007 within 5 working days of bid opening, failing which the bid will be treated as incomplete & lead to rejection of the bid without making any reference to the bidder.
3. ICAR-SBI reserves the right to accept / reject any or all the tenders in part / full without assigning any reason thereof.
4. Any change / corrigendum/ extension of opening date in respect of this tender shall be issued through websites only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit our website for updates.
5. In case, any holiday is declared by the Government on the day of opening, the tenders will be opened on the next working day at the same time. The Institute reserves the right to accept or reject any or all the tenders.
6. The bidders are required to furnish / upload copies of the following documents:
 - I. Signed & scanned copy of GST Registration certificate.
 - II. Signed and scanned copy of PAN Card, EMD or exemption certificate.

- III. Signed and scanned copy of Firm's full address/contact details.
- IV. Scanned copy of similar contracts to Government Departments
- V. Signed and scanned copy of tender document duly signed by the bidder.
- VI. Affidavit of partnership / proprietary firm if applicable.
- VII. Documentary Proof for the item indicated at Sl.No.36 of **Annexure-I** is also to be attached.
- VIII. **Technical Bid** : Signed and Scanned Copy of Completely filled Technical Verification data sheet (Technical Compliance Statement) must be submitted for each quoted configuration..
- IX. **Financial bid** : Financial bid indicating item-wise price for the items mentioned in the technical bid is to be uploaded separately.

NOTE:

EACH OF THE ABOVE DOCUMENTS ARE TO BE UPLOADED AS A SEPARATE FILE. THE BIDS WITHOUT THE ABOVE DOCUMENTS WILL BE REJECTED SUMMARILY.

Bidders are required to furnish the following undertaking :

We agree to supply the above goods and allied services. We confirm that the same will meet the description, specification and other technical details as required in the tender enquiry.

We conform that we agree to all other terms and conditions of your tender enquiry including the terms of delivery, period of delivery and warranty provision.

We have furnished all the information, as required in the tender enquiry and attached the relevant documents.

We confirm that our offer will remain valid for acceptance for **180 days** after the date of opening of tenders.

(In case a tenderer desires to put some additional/modified stipulations, terms and conditions etc. the same may be clearly indicated).


ADMINISTRATIVE OFFICER


23/11/2020

General Terms & conditions:

1. Decision of the Director, ICAR- Sugarcane Breeding Institute, Coimbatore shall be final for any aspect of the contract and binding to all parties. Disputes arising, if any, on the contract will be settled at his level by mutual consultation and in case of failure or settlement dispute shall be referred to the sole arbitrator to be appointed by the Director, ICAR- Sugarcane Breeding Institute, Coimbatore. The decision of the sole arbitrator so appointed shall be final and binding on the parties. Arbitration proceeding shall be governed by the Arbitration & Conciliation Act, 1996 as amended from time to time.
2. Acceptance by the ICAR- Sugarcane Breeding Institute, Coimbatore will be communicated by fax/email, express letter or any other form of communication or uploaded on the portal. Formal letter of acceptance and work order of the tenderer will be forwarded as soon as possible, but the earlier instructions in the fax/email, express letter etc. should be acted upon immediately.
3. The ICAR- Sugarcane Breeding Institute, Coimbatore does not pledge itself to accept the lowest or any other tenders and also reserve to itself the right of accepting the tenders whole or in part keeping in view valid reasons. Conditional tenders will not be accepted.
4. The ICAR- Sugarcane Breeding Institute, Coimbatore reserves the right to modify any of the terms and conditions of the contract as mentioned in further annexures of this document, at its discretion, in the interest of the job/work.
5. The GST, Income tax or any other tax which are applicable as per the rules of the Govt. of India / Tamil Nadu will be deducted at source from the bills of the successful tenderer, as per rules/ instructions made applicable from time to time by government.
6. Two percent (2.0%) of the total billed amount will be deducted towards TDS on GST and the same will be remitted to the GST department concerned.
7. The contractor or his workers shall not misuse the premises allotted to them for any purpose other than for which the contract is awarded.
8. In case of breach of any terms and conditions attached to this contract, the security deposit of the contracting agency will be liable to be forfeited by the ICAR- Sugarcane Breeding Institute, Coimbatore besides annulment of the contract.
9. Notwithstanding the above, the purchaser reserves the right to accept or reject any quotation or annul the tendering process and reject all quotations at any time prior to award of the contract, without assigning any reason, whatsoever, and without incurring any liability or obligation, whatsoever, to the affected tenderer or tenderers.
10. The right to accept the rates and bidding for the work based on the quality and reputation of the firms rests with the DIRECTOR, ICAR – Sugarcane Breeding Institute, Coimbatore and it cannot be challenged. The DIRECTOR, ICAR –

Sugarcane Breeding Institute, Coimbatore reserves the right to accept or reject any one or all the quotations without any reason.

11. At the time of awarding the contract, the purchaser reserves the right to increase or decrease by up to 25%, the quantity of goods and services as specified in the list of requirements, without any change in the unit price or other terms and conditions.
12. Please furnish a certified copy of your latest ITCC (INCOME TAX CLEARANCE CERTIFICATE).
13. Please indicate if you are currently registered with any Govt. organization and if registered, furnish all relevant details.
14. Please state whether business dealings with you presently stand banned by any Government organization and, if so, furnish relevant details.
15. The supplier shall at all times indemnify the purchaser, at no cost to the purchaser, against all third party claims of infringement of patent, trade mark or industrial design rights arising from the use of the goods or any part thereof, with respect to the goods quoted by the supplier in its offer.
16. The contract shall be governed by the laws of India and interpreted in accordance with such laws.
17. **The quotation/offer shall remain valid for acceptance for a period not less than 180 days after the specified date of opening of the offers.**
18. No advance and any part payment will be made for this work.
19. The Performance security for an amount of 3% of the value of contract (Interest free) has to be furnished in the form of DD/Bank guarantee in favour of the Director, ICAR-Sugarcane Breeding Institute, Coimbatore payable at Coimbatore on receipt of this office letter before commencement of work. Otherwise the EMD will be forfeited.
20. The Performance security (Total 3%) will be refunded to the contractor only after completion of performance maintenance period i.e. - one year from the date of completion of work. No interest will be paid to these deposits. Performance Security deposit has to be claimed within three years after completion of warranty period, otherwise it would be forfeited.
21. During execution of work any loss/Hazard due to any reason for the men and materials will be borne by the contractor. The Institute will not be responsible for any loss or damage/ Hazard.
22. While executing the work, the executing agency is fully responsible for any damage to Institute materials and the same is to be replaced (including materials & labour charges for the replacement) by the Contractor at his own cost.
23. **Period of work: 365 days**, the work should be initiated from the date of issue of work order to the satisfaction of the authority concerned. (Liquidated damages will be

imposed to the defaulters).

24. The rates are to be quoted in the BoQ which is available with the GeM, and tampering it in anyway would lead to the rejection of the bid summarily.
25. For inspection of the site contact, Shri P.Sivaraj, Technical Officer (Electrical), Estate Section, ICAR- SBI, Coimbatore-641007 (0422-2472621, Extension No:218)
26. The service charges/rates quoted by the Agency shall be fixed for the period of the contract and no request for any change/modification shall be entertained before expiry of the period of the contract unless the same is warranted for enforcing statutory instructions like revised minimum wages issued by the appropriate Government under Minimum Wages Act,1948.
27. The personnel deployed by the Agency should not have any police records / criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are deploying.
28. No right, much less a legal right shall vest in the contract workers to claim/ have employment or otherwise seek absorption in the ICAR-SBI nor the contract workers shall have any right whatsoever to claim the benefits and/or emoluments that may be permissible to paid employees of the ICAR-SBI. The worker will remain the employees of the Agency/ contractors and will be the solely responsibility of the Agency. Therefore, there is no master and servant relationship between the employees of the service provider and the ICAR-SBI and further that the said personnel of the service provider shall not claim for any employment or absorption in the ICAR-SBI by virtue of their engagement for this work.
29. The service provider's personnel's shall not claim any benefit/compensation/regularization/absorption of services from the ICAR-SBI under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 etc. Undertaking from the persons to this effect shall be required to be submitted by the service provider to ICAR-SBI.
30. The service provider's personnel shall not divulge or disclose to any person any details of office, operation process, technical know-how, security arrangements administrative and organizational matters as all of these are confidential in nature. The contractor shall ensure that none of the employees of the Agency/ Contractor shall enter into any kind of private work at the different rooms of the ICAR-SBI.
31. The firm shall be responsible for making timely payment of due wages to the workers employed depositing of EPF through ECR and ESI contribution. A copy of ESI challan and ECR indicating name of the workers with their EPF contribution will be submitted by the firm to the ICAR-SBI as proof. If any complaint is received with regard to these matters, the action will be taken against the firm and concerned authorities will be asked to take legal action against the firm. ICAR-SBI will not at all be liable.
32. The contractor shall keep himself fully informed of all acts and laws of the Central and State Government, all orders, decrees of statutory bodies, tribunal having jurisdiction or authority, which in any manner may affect their engaged or employed staff and

anything related to carry out the work. All the rules & regulations and bye laws laid down by the local bodies and any other statutory bodies shall be adhered to, by the contractor during the execution of work.

33. Minimum wages shall be paid to the workers by the agency/Contractor at the rate fixed by the Central Labour Commissioner from time to time and as per the Minimum Wages Act. The contractor shall also pay all such benefits to its employees as envisaged under various acts and laws like ESIC Act, EPF & MP Act.
34. Payment of Bonus Act, Taxes etc. The Contractor shall also ensure compliance of all laws and/ or to be made applicable and ICAR shall not be liable for the same and the contractor will indemnify ICAR-SBI in all respects. The contractor would sign an undertaking as per Proforma every month for compliance of the provisions of Contract Labour Act, Rule and other law applicable along with the monthly bill.
35. The Agency/ Contractor shall abide by all laws of the Land including Labour laws, Company act, tax deduction liabilities, welfare measures of its employees and all other obligations that enjoy in such cases and other not essentially enumerated and defined therein. Though any such onus shall be exclusive responsibility of the contractor, and it shall not involve the ICAR-SBI in any way whatsoever.
36. The following document/vouchers are required to be uploaded with the technical bid:
 - (a) Registration Certificate under the Shops & Establishment act of the Central /State Government.
 - (b) Minimum turnover of the firm should not be **less than Rs.10 lakh (Rupees ten lakh only) during the last three financial years** (duly certified by Chartered accountant may be provided in support). Certified balance sheet & Profit and Loss Account of the firm **for the last three financial years** certified by chartered accountant may be provided in support.
 - (c) Experience of the firm in the field of **providing such services** in Central Govt. establishments/ autonomous bodies of Govt. of India/corporations of Govt. of India/ reputed public or private organizations **for the last three years**, with details in enclosed tabular form.
 - (d) **Duly certified copies** of the satisfactory services where the tenderer is providing the services **for the last three years**.
 - (e) The firm/agency/company should be registered with Income Tax and GST if any applicable (PAN and GST registration number may be furnished and a copy should be uploaded).

- i. **Terms of delivery:**
Delivery at site viz. – ICAR - SUGARCANE BREEDING INSTITUTE, COIMBATORE, TAMIL NADU.
- ii. Erection/installation and commissioning (if required, depending on the goods ordered) are to be completed within **20 days** of delivery of the goods at site.
- iii. **Payment Terms:** Payment will be made after delivery of the item and satisfactory installation of the item.
- iv. Terms of inspection by the Purchaser's representative.
- v. **Price structure:**
- a) The tenderer shall quote for the complete requirement of goods and services and for the full quantity as shown against in Annexure –II.
 - b) The rates and prices quoted shall be in Indian Rupees only.
 - c) Two percent (2.0%) of the total billed amount will be deducted towards TDS on GST and the same will be remitted to the GST Department concerned.
 - d) All duties, taxes and levies payable by the supplier under the contract shall be included in the quoted price. The purchaser will not pay any such duties, taxes and levies separately.
 - e) The rates and prices quoted by the supplier shall remain firm and fixed during the currency of the contract and shall not be subject to variation on any account, whatsoever, including statutory variations, if any.
- vi. **Receipt of goods and terms of payment:**
- a) Payment terms: The payment to the agency will be made on monthly basis at the end of month against invoice with PAN & GST number, raised by the agency GST and other taxes shall be deducted at source as per the rates notified by the respective authorities.
 - b) **Payment term for supply of goods, including erection/ installation and commissioning (as and if applicable): -**
Immediately on receiving the goods at site, the purchaser will verify the quantities of the items supplied as specified in the delivery challan of the supplier and also check for any superficial damage etc. in the goods so supplied and issue a provisional receipt accordingly. If the goods supplied do not require erection/installation and commissioning at site, the purchaser, within three working days of issue of the provisional receipt, will issue acceptance certificate (of the goods) to the supplier, provided the goods supplied are acceptable in terms of the contract. However, if the

goods supplied also need erection/installation and commissioning, the purchaser will issue acceptance certificate within two working days, after successful erection/installation and commissioning. The supplier will then send its invoice along with the purchaser's acceptance certificate and other accompanying documents to the paying authority for payment.

The paying authority will release the full payment to the supplier as due in terms of the contract, within fifteen working days of receipt of supplier's invoice, purchaser's receipt certificate and other accompanying documents, provided the same are in order.

After release of payment to the supplier as per sub-para (a) above and after successful completion of training of the operator(s) in terms of the contract, the purchaser will immediately issue a certificate to this effect to the supplier. The supplier will thereafter send its invoice for training charges, along with the above certificate to the paying authority. The paying authority will release the payment to the supplier in terms of the contract within fifteen days of receipt of supplier's invoice provided the invoice and the accompanying documents are in order.

PAYING AUTHORITY: THE DIRECTOR, SUGARCANE BREEDING INSTITUTE, COIMBATORE - 641 007.

c) Liquidated Damage Clause:

If any time during the performance of the contract, the supplier encounters conditions hindering timely delivery of the goods, the supplier shall promptly inform the purchaser in writing the fact of the delay and the likely duration of the same. After receipt of supplier's communication, the purchaser shall decide as to whether to cancel the contract for the un-supplied portion after the existing delivery period, or to extend the delivery period suitably issuing an amendment to the contract. If the supplier fails to deliver the goods and/or perform the services within the contractual delivery period for reasons other than circumstances beyond supplier's control (which will be determined by the purchaser) and the purchaser extends the delivery period, the purchaser will also deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% (half per cent) of the delivered price of the delayed goods or unperformed services for each week of delay or part thereof until actual delivery or performance. The maximum limit of such deduction will, however, be 10% (ten per cent) of the contract price of the delayed goods or services.

Further, during such delayed period of supply and/or performance, the supplier shall not be entitled to any increase in price and cost, whatsoever, on any ground. However, the purchaser shall be entitled to the benefit of any decrease in price and cost on any ground, whatsoever, of the goods and services, supplied during the period of delay.

vii. Dispute Resolution Mechanism

If any dispute or difference arises between the purchaser and the supplier relating to any matter connected with the contract, the parties shall make every effort to resolve the same amicably by mutual discussions. However, if the parties fail to resolve the dispute or difference by such mutual discussion within 30 days, either the purchaser or the supplier may give notice to the other party of its intention to refer the same to arbitration. The arbitration shall commence thereafter. The arbitration shall be conducted by a sole arbitrator, who will be appointed by the Secretary, ICAR and the procedure to be followed in this respect will be as per the Indian Arbitration and Conciliation Act, 1996. The venue of the arbitration shall be the place from where the contract is issued.



ADMINISTRATIVE OFFICER

23/10/2016
23/11/2016

Annexure-II

Scope of work and Terms & Conditions for (AMC) of Annual Maintenance Contract of Air Conditioner in ICAR- SBI, Coimbatore

The AC unit's details of the institute for AMC work are given below:

1.	2.0/1.5 TR Split AC (Voltas/Godrej/Daikin/Panasonic/Sanyo/Ig/Blue Star) (Inverter/Non inverter type)	196 nos.
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The AMC of AC units should cover the following work/items as listed below:

Refilling and topping up of refrigerant gas, replacement of capacitor, nitrogen gas leakage testing, PCB board repair and its replacement, replacement of sensor, copper pipe foam, AC 3core and 4 Core copper cable, OLP and starting relay replacement, Shifting and fixing of existing split AC units including accessories bolt & nut by providing holes, blower motor and fan repair and replacement, Pressure pump water wash of Indoor/Outdoor unit-twice/year, day to day AC fault attending and on emergency condition if required, necessary service report to be submitted with the bill every quarter period per year.

- Note:**
- (i) Standby Split AC units (2 units) to be provided in case of major repair work during AMC period.
 - (ii) Standby AC units to be provided within the day and should be available at the site of work during contract period.
 - (iii) Period of contract – 1 year
 - (iv) Number of AC Service persons required - 2 Person/day (Skilled)
 - (v) Timing: 8.30AM to 5.30PM for 6 days/week.

Items which are not covered under AMC contract include:

- 1.Replacement of Compressor
- 2.Replacement of Condenser and Evaporator coil

The Price/rate for the following spares/items should not include in the AMC charges and this should be quoted / given separately and the same will not considered for financial evaluation.

- i) Copper pipe/feet- Rs/ft
- ii)Copper pipe foam and tape-Rs/ft
- iii)Drain water PVC pipe-Rs/ft
- iv) New Split AC installation & commissioning charges -Rs/no

Technical & Other Services Requirements:

- 1) Intending bidders are advised in their own interest to visit the site of work and familiarize themselves with the site conditions before submitting their quotations /bids for subject tender.
- 2) The service provider shall provide direct service and shall not sublet the work.
- 3) The contract shall be for a period of one year from which the contract is signed.
- 4) The contract can be terminated at any time by giving one-month notice to the party in writing at the discretion of this office.
- 5) Original Equipment Certificate: Undertaking that the product to be replaced during contract period shall be original of Company & Model make and its new equipment and not reused / refurbished products.
- 6) Rates for all items must cover the cost all materials, labours, machinery, scaffolding, tools, tackles and all appliances, what so ever necessary for the complete execution of subject work.
- 7) Payment terms: The payment to the agency will be made on quarterly basis at the end of month against invoice with PAN & GST number, raised by the agency GST and other taxes shall be deducted at source as per the rates notified by the respective authorities.
- 8) Penalty clause:

Response time	Period	Penalty
	Above 24 Hrs & Below 48 Hrs	Warning but no penalty
	Above 48 Hrs & Below 96 Hrs	A penalty of 1% of the contract amount per system
	Above 96 Hrs	A penalty of 2% of the contract amount per system

- 9) Maintenance Schedule:

(I) Preventive Maintenance Services (PMS) Monthly: The monthly services include: Cleaning of air filters, indoor unit grills & filters through air blower. Cleaning of the indoor unit body by wiping out the dust, etc., with wet cloth.

(II) Preventive Maintenance Services (PMS) Quarterly:

Every machine shall be serviced at least once every quarter. A record of such services duly acknowledged by the person using the machine or in his absence, in charge of the location of the AC shall be maintained. Quarterly PMS shall include at least the following services:

- Replacement of air filter if found damaged/unusable.
- Checking selector switch, thermostat, relays, remote control, etc.,
- Checking motor bushings.
- Checking ground connections.
- Cleaning of blower and condenser fan.
- Cleaning the evaporator & condenser coils.
- Checking and tightening of nuts & bolts, AC terminal board connections.
- Oiling the motors.
- Checking of the electrical power outlet/ MCB.
- Checking of the drive motors and fans.
- Over hauling of the AC, with chemical washing process.
- Checking cooling efficiency.
- Checking Firmness of the Supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners, etc.
- Replacement of any component of air conditioners (Outdoor and indoor units, inlet and outlet Pipelines (including copper pipes), electrical components, etc., found defective after the above checks and tests.
- Charging of Refrigerant Gas during the period of Contract, if need arises to maintain the required gas pressure.

(III) Annual Maintenance Services:

The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition, annual maintenance services shall also include:

- Cleaning the condenser and evaporator coils with suitable detergent/chemical solution and flushing with high-pressure jet of water.
 - Greasing of blower motors and all moving parts.
 - The above activities must be carried out within 15 (fifteen) days from the date of award of the contract.
- 10) The required tools, ladders and plants for carrying out the work shall have to be arranged by the Contractor at his cost and no tools will be arranged by the office.
 - 11) Bidders are required to procure adequate numbers of safety harness, helmets etc. before commencement of work at his own cost as per industrial safety norms.
 - 12) The contractor has to arrange necessary insurance coverages to the workmen deployed by him and shall arrange necessary safety measures before starting the work.
 - 13) The contractor shall make his own gas fillings, brazing, and welding arrangements in the place of workshop at his own risk.
 - 14) Sufficient stock of spare parts for all kinds of machines shall be kept in his stores. The contractor shall ensure that no machine is ideal due to non-availability of spare parts.
 - 15) Sufficient stock of refrigerant gas shall be kept at site. In case, due to some reason, if any particular AC is likely to be under breakdown for more than one day, the contractor shall

replace the machine by a service unit at his own cost. **For this purpose, the contractor shall have 3 service air conditioners in good working condition to carryout quick replacement.**

- 16) The contractor shall deploy a minimum of two experienced mechanics with sufficient labour force at site to attend the day-to-day break downs and regular service.
- 17) The personnel so provided by the agency under this contract will not be the employees of the ICAR- Sugarcane Breeding Institute, Coimbatore and there will be no employer-employee relationship between the ICAR- Sugarcane Breeding Institute, Coimbatore and the persons so engaged by the contractor in the aforesaid services. They shall be employees of the contractor for all purposes.
- 18) Technicians should have ITI / Diploma certificate in Air-conditioning & Refrigeration issued by recognized Government Agency and shall have a minimum of 3 years' experience in the field of air conditioning maintenance. Each Technician should be in a position to independently attend and rectify all kind of servicing/breakdowns/faults in the air conditioners. The technicians have to attend periodical services and all breakdown complaints pertaining to the air-conditioners.
- 19) If the service engineer fails to attend this office without suitable replacement then a penalty of Rs.750/- per day shall be imposed and the same will be deducted from the monthly payment of the contractor. The service engineer should report in this office by 8:30 AM daily and be in the office till 5:30 PM.
- 20) In case any engineer or the attendant wants to avail leave of short duration, he must inform in advance to this office and the contractor. Engineer or attendant can only be relieved for that period after getting suitable replacement from the contractor.
- 21) No person below the age of 18 years shall be deputed to this office.
- 22) Contractor shall visit this office at least once in a month to discuss the problems and their immediate rectification.
- 23) The contractor shall check all the machines once in every month for their efficient operation.
- 24) The contractor shall maintain all the machines in good working condition throughout the contract period and they will be handed over to this office in working condition on the eve of the expiry of the contract period.
- 25) The maintenance of the machine shall be according to the preventive maintenance schedule.
- 26) Following registers are to be maintained by technicians at Head Office without fail:

- (i) **Service /Breakdown Register:** The air conditioners serviced/ maintained / repaired have to be recorded in a register and endorsement from End User Section has to be obtained in the register. Further, service reports are to be made after carrying out periodical servicing and endorsement (Sign and Seal) needs to be obtained from End User Section.
- (ii) **Complaint Register:** All complaints received with respect to air conditioners under AMC are to be recorded with time and date of receipt, as and when complaints are received from end user sections.
- 27) Contractor shall be called to attend to complaints during any time and on holidays in some very special cases, without any extra charges.
- 28) Normal code of ethics and discipline has to be followed by the contractor's labour while working at site.
- 29) The labourers employed by the contractor should not have any criminal cases / misconduct with the staff which should be ensured by contractor while deputing them.
- 30) Normal working hours followed by this office (9:00 Hrs to 17:30 Hrs) have to be adhered to by the contractor's labour except under special circumstances where prior permission of the Care taker of this office needs to be obtained.
- 31) The tenderer should be an Authorized dealer / supplier or Original Equipment Manufacturers for at least one of the reputed Brands of air conditioners namely Daikin, Voltas, LG, Hitachi, Haier etc. However, they should have requisite expertise in servicing and maintenance of other Brands of Air Conditioners also.
- 32) Price quoted shall be firm and any variation in rates, prices or terms during the validity of the offer shall not be permitted. The prices quoted and accepted will be binding on the bidder and valid for a period of one year from the date of signing the contract and any increase in price will not be entertained during the contract period.
- 33) If any parts which are not covered in the Tender Schedule of this Contract get damaged and require replacement during the tenure of this Contract, this office will authorize the contractor to procure and supply the parts required, provided the Contractor accurately specifies the damaged spare parts, and the contractor has to rectify the fault in A.C under maintenance.
- 34) All the Air-conditioners covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor has, to repair / service/ maintain the air conditioners under the AMC in as is where is condition when handed over to them under AMC. The power supply is stable and is well regulated. This office will not admit any claim from the contractor towards the fault/damage caused due to quality of power supply and it will not absolve the responsibility of the contractor in rectifying the fault.

- 35) Details of important programs / functions of various Sections that may be held in Institute will be informed to the technicians and they should assist in maintaining smooth running of the air-conditioners on that day without failure even when they are held on Holidays. Non-attendance of the technicians on such a day will attract penalty at the discretion of Departments.
- 36) The Contractor has to reimburse / make good Losses incurred due to mishandling / misplacement / theft or any malpractice by technicians during the period of AMC, and also the losses suffered by the Department due to fault of the technicians of the contractor. In case of non – reimbursement / such losses by the contractor, the same will be recovered from the bills.
- 37) All security and safety regulations and guidelines as per the applicable law are to be followed.
- 38) The service provider agency shall be solely responsible for the redressal of grievances/resolution of dispute related to personnel deployed and ICAR- Sugarcane Breeding Institute, Coimbatore shall in no way be responsible for settlement of such issues whatsoever.
- 39) In case of breach of any terms and conditions attached to this contract, the security deposit of the contracting agency will be liable to be forfeited by the ICAR- Sugarcane Breeding Institute, Coimbatore besides annulment of the contract.
- 40) The staff so deployed in the office, will not damage/manipulate any of the official property failing which appropriate penalty/action as decided by the competent authority will be imposed upon contractor.


23/1/26
ADMINISTRATIVE OFFICER


23/01/26 . 
23/1/2026

