No. B-3/NABL/AC/2020-21  Dated 31/07/2020

To

Dear Sir,

Quality Council of India (Board-NABL) having its office at Plot No.45, Sector-44, Gurgaon-122003 intends to have a Comprehensive Annual Maintenance Contract (CAMC) for servicing and maintenance of various air-conditioners installed in this office. The details of installed air-conditioners & format for submission of quotation are as follows:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Particulars</th>
<th>Brand</th>
<th>Quantity</th>
<th>Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Split Type Ac 1.5 Ton</td>
<td>Blue Star</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Split Type Ac 1.5 Ton</td>
<td>Hitachi</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Split Type Ac 2.0 Ton</td>
<td>Hitachi</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Split Type Ac 1.5 Ton</td>
<td>Electrolux</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Cassette Ac 2.0 Ton</td>
<td>Mitsubishi</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Split Type Inverter Ac 1.0 Ton</td>
<td>Volta</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Split Type Inverter Ac 1.5 Ton</td>
<td>Volta</td>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The quotation is to be submitted in a sealed envelope superscripted “Quotation for CAMC of various Air-conditioners” & addressed to Deputy Director, (HR & A), Quality Council of India (Board NABL), Plot No.45, Sector-44, Gurgaon-122003, Haryana” or through email address: hr-admn@nabl.qcin.org The bids complete in all respect must reach NABL on or before 17/08/2020 (3.30 pm) along with the signed copy/ written acceptance of the terms and conditions given hereunder.

Thanking you,

Yours faithfully,

S/D
Dy. Dir. (H.R.& A.)

Note:- In case you intend to visit NABL office building to inspect the health of the machines (air conditioners) or to seek any clarification, you are advised to Contact Shri Arun Sharma - Tel No.9891773745 (between 10.00 am to 4.30 pm on working days –Monday to Friday).
TERMS & CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF AIR-CONDITIONERS

1. CAMC of AC’s shall include supply of all material spares, replacement / repairs of compressor from OEM’s, gas charging, air filter, electrical parts, servicing, overhauling, greasing, starting relay, wiring repairs, motor rewinding with bush and shaft, tapes including handling charges, blower motor / outdoor fan motor, piping, insulation and spares of outdoor / indoor units replacement etc., complete in all respects, for ensuring the desired levels of cooling.

2. All the faults will be attended at site of NABL. In case of a major fault, if the machine is required to be taken to the company workshop, the company shall provide a replacement unit till the time the AC sent for repairs is positioned back.

3. Following work is included in the Annual Maintenance Contract of 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) viz. 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.

4. The ACs installed are of Voltas Inverter(split AC), Blue star (split AC), Hitachi (split AC) & Mitsubishi (Cassette Type) brand. In off season (winter) the party shall attend all the Air conditioner units for major attention including the servicing or preventive maintenance to keep the equipment ready for use for the next summer (peak season).

5. The CAMC Provider 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 NABL to do so. The entire installation should be intact at any time of inspection as handed over to him at the time of initial taking over of its maintenance and operation. Care shall also be taken not to damage installation by improper handling.

6. The material requiring replacement shall be of same or equivalent quality / manufacturer and specifications. The dismantled material shall be the property of CAMC Provider.

7. Liaisoning for replacement of compressors, which are under warranty / guarantee, will be done by the CAMC provider. NABL will provide only the bills and pay the expenses towards transportation of machines, equipments under warranty to the OEM workshop/godown in Gurgaon.

8. Transportation of Air Conditioner Units(not under warranty/guarantee) from the NABL office building to the CAMC / Service Provider’s workshop or to any other place for repairs either from NABL directly or from the CAMC / Service Provider’s workshop, and back to the NABL office building, will be at the cost of the CAMC provider. No transportation charges will be paid by NABL.

9. Break-Down Service (BDS): All break-down calls shall be attended to immediately and on the same day. Breakdown calls that could not be attended to on the same day for exceptional reasons shall be attended to on the next day without fail irrespective of holidays (except on National Holidays, 26th January, 15th August & 2nd October or as notified by Central/State Govt. such as during elections or due to law & order issues).

10. Exclusion of Contract:
    The following shall not be a part of this contract:-
    Electronic remote control, Voltage Stabilizer, All plastic components, Element, Front Grill, Bottom Tray, Cabinet cover, sheet metal parts and shifting charges of ACs.

11. The penalty amount per complaint will be as follow:
   i) If OEM or equivalent specification component is not used as maintenance spare, the cost of the equipment will be paid by the vendor if the equipment becomes unserviceable.
   ii) Fault not rectified beyond 24 hour and up to 72 hours @ Rs 200/- per day.
   iii) Major faults not rectified beyond 72 hours and up to 10 days @ Rs 500/- per day.
   iv) Any delay beyond 10 days in rectifying the major fault, the penalty will be enhanced to Rs 1000/- per day.
   v) Beyond 20 days if the equipment gets repaired in the open market by NABL itself, the actual cost of the same shall be recovered from the CAMC Provider.
vi) Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the CAMC Provider.

12. **Cancellation of Contract:** In cases of poor workmanship and non-compliance of tender / agreement or services provided by the CAMC Provider are not found to be satisfactory, the contract shall be terminated by the department by giving 10 days notice even before the expiry of contract period and shall be forfeited the security deposit without assigning any reason whatsoever.

**SCOPE & PERIODICITY OF WORK**

13. **Work to be carried out annually:** The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition annual maintenance services shall also include:
   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, if required.

14. **Work to be carried out Bi-monthly (60 days) basis:** Cleaning of filters of all the air conditioners to conserve the energy and checking of current drawn by each AC to know the healthy condition of the ACs.
   
   **Note:** Repairing, etc. is to be done immediately if on inspection any defect is found.

15. **Work to be carried out half yearly:**
   a) Checking motor bushings, connections at the main plug & cooling efficiency
   b) Cleaning of blower & condenser fan, the evaporator & condenser coils, the equipment,
   c) Checking and tightening of nuts & bolts
   d) Oiling the motor, if required
   e) Overhauling of the A/c, with chemical washing process

16. **Term of Contract:** This Contract is valid for one year from the date of commencement and will be automatically renewable for equal period on mutually agreed revised terms unless either party terminates the same by giving one month’s notice in writing before the end of the Contract period or payment in lieu of the notice period.

17. **Payment Terms:** The payment will be made on accrual basis i.e., 25% payment of the total contract value will be made for rendering satisfactory services after the completion of each quarter period on receipt of the proper invoice from the CAMC Provider.

18. **Settlement of Dispute and Jurisdiction:**
   18.1. Any dispute and or differences arising out of or relating to this Contract shall be resolved amicably between the NABL and CAMC Service Provider within the period of 30 days from the date of occurrence of the dispute and if the same could not be resolved within the said period, then the dispute will be referred to sole arbitrator to be appointed by Director, NABL as per the Arbitration and Conciliation Act, 1996.

   18.2. Both parties agree to subject all legal matters pertaining to this Contract to Gurgaon State Jurisdiction only.

19. All rights towards above terms & conditions are reserved by NABL.

20. **Declaration:** The above mentioned terms & conditions are accepted by us.

Bidders Signature & Seal