



GARDEN REACH SHIPBUILDERS & ENGINEERS LTD.

(A GOVERNMENT OF INDIA UNDERTAKING)

44, Garden Reach Road, Kolkata 700-044

Phone: 24897225 Extn - 127

CORRIGENDUM WITH ADDENDUM

NIT No. : RBD/ELECT/AC/WEB-OT/01/22-23

Date of issue : 02.09.2022

FOR: AMC of Air Conditioner at GRSE RBD Unit.

THE DUE DATE OF SUBMISSION OF OFFER OF ABOVE TENDER EXTENDED UPTO :
15.10.2022 (12:00 HOURS).

**Addendum: Read the job title (AMC of Air Conditioner at GRSE RBD Unit) as
'Maintenance Services of ACs at GRSE RBD Unit for the period of 2 years'.**

ALL OTHER TERMS & CONDITIONS OF THE TENDER ENQUIRY REMAINS UNALTERED.


Signatory Authority



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NOTICE INVITING TENDER

NIT No. : RBD/ELECT/AC/WEB-OT/01/22-23

Date of issue : 02.09.2022

Sub: AMC of Air Conditioner at GRSE RBD Unit.

Important Features:

Last date of submission of Tender:	27.09.2022 12:00 hrs,
Date of opening Tender:- Part I - Techno-Commercial Bid	Will be intimated in due course to the bidders.
Date of opening Tender - Part II – Price Bid	Will be intimated in due course to the bidders qualified in Part-I
Tender document Fees	Rs. 500/-
ANNEXURE- I	General Terms & Conditions
ANNEXURE – A	Scope of Work
ANNEXURE- B	Commercial Offer
ANNEXURE- C	Technical Offer
ANNEXURE- d	Price Bid

Garden Reach Shipbuilders & Engineers Limited (GRSE Ltd.) invites bids in single stage two bid system (Part-I: Techno-Commercial Bid and Part-II: Price Bid) sealed Tender only for **“AMC of Air Conditioner at GRSE RBD Unit”** from resourceful Vendors having credentials for similar job execution and financially solvent.

- The bids will be obtained in two separate envelops as referred to herein below:
 - Part-I – Techno-commercial bid :** This envelope shall contain technical parameters, commercial Terms and Conditions and un-priced bid (without any mention of price) interlaid containing an undertaking that the bid does not contain any amendment, modification or change of any type whatsoever with respect to the bid document.
 - Part- II - Price bid:** This envelope shall contain only the priced BOQ only giving the unit price and amount against each item with grand total including GST at the end in figures and in words. The price should remain firm & fixed till satisfactory execution of the entire contract **with no escalation applicable** whatsoever.
 - These two separate sealed envelopes are to be put together in another sealed envelope. All the envelopes should be super scribed in bold letters with enquiry number, due date of submission and contains therein. The sealed tender should be delivered in the office of the Electric Dept., GRSE RBD Unit, Kolkata – 700044.
- Acceptance Format Matrix should be filled up and attached with techno-commercial bid as marks of acceptance of NIT/SOTR/STAC. In case of non- receipt of filled in STACs acceptance format matrix, it would be presumed that you have accepted all our terms & conditions as per GRSE tender until & unless deviation is specially mentioned in offer.
- The job is to be carried out as per Annexure – B: Scope of Work attached with this NIT.
- The opening of Part- II - Price bid shall be intimated over mail after conclusion of TNC/CNC meeting and acceptance of techno-commercial offer. Please ask, if in doubt, before submission of your offer.
- GRSE reserves the right to accept / reject any Tender in full or in part without assigning any reason.

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6. The Order will be awarded on total quantity of job. No item-wise split Order will be awarded.
7. Techno-Commercial documents to be submitted :
 - a) Commercial :
 - PAN No.
 - Certificate of GST Registration.
 - Solvency Certificate from Banks, Bidders registered with GRSE need not submit the same.
 - Updated Annual Accounts along with Annual Report Balance Sheet/Financial status for the last three years. Bidders registered with GRSE need not submit the same.
 - b) Technical :
 - Details of infrastructures including human resources available etc. Bidders registered with GRSE need not submit the same.
 - The Bank Guarantees, in original and in bank-sealed envelopes, are to be sent by your Banker directly to the following address :- Sr. Manager (Finance - VP), Garden Reach Shipbuilders & Engineers Ltd, 43/46, Garden Reach Road, Kolkata - 700 024.
 - c) **BID SECURITY DECLARATION:**
 - i. Vendors are not required to submit any EMD/Bid Security in the form of any negotiable instrument against this tender. However, in lieu to that, a Bid Security Declaration has to be submitted as per format enclosed at Annexure III. In case of withdrawal of the bid / fail or refuse to execute the contract / fail or refuse to submit the Security Deposit, punitive action will be taken against the bidder by imposition of tender holiday for a period of 03 (three) years.
 - ii. MSME/SSI Units registered with govt. designated authority and also those registered under single point registration with NSIC will be exempted from Bid Security Declaration on submission of valid EMII/NSIC single point registration certificate/Udyog Aadhaar Memorandum or Registration certificate, for particular product/service under tender.
 - iii. Non-receipt of Bid Security Declaration, within tender closing date and time, may lead to offer rejection summarily
8. **Validity of offer:** Your offer should remain valid for a period of 4 (Four) months from the due date of the submission of tender.
9. GRSE reserves the right to accept or reject any/all offers without assigning any Reason whatsoever. Conditional offer will not be accepted.
10. **Vendor registration:** The bidders, if registered with the vendor registration cell of GRSE, have to indicate 5 digit Supplier's code. Others who are not registered vendor of GRSE, have to get registered if selected.
11. **Micro & Small Enterprise :**
 - a) Only NSIC Single Point Registered firms for supplying above mentioned item may be exempted from submitting Tender Fee, Bid Security Deposit against formal approach in techno-commercial bid along with a valid relevant NSIC Single Point Registration Certificate up to its monetary limit.
 - b) Following facilities / benefits will be given to Vendors registered with MSE (Micro & Small Enterprises) :
 - Exemption for payment of Earnest Money Deposit.
 - Vendors registered with MSE are eligible for the following benefits in accordance with the Public Procurement Policy for Micro & Small Enterprises, 2012 :
 - For 20% value of a tender, purchase preference to the tune of 5% to be accorded to all participating MSEs in that particular tender subject to their acceptance of lowest quoted price.
 - In case multiple bidders falling under the above category, purchase preference to be accorded in equal proportion within a limit of quantity allocated for this purpose as above.
 - c) In case any of such MSE is owned by SC/ST category entrepreneur, then that organization will be entitled for 4% out of 20% reserved for this purpose and of equal proportion of the balance 16%.



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d) Following confirmation in techno-commercial bid is requested from vendors registered with MSE along with documentary evidence as deemed appropriate :

— Whether MSE registered? If "YES" then you have to submit scanned copy of Valid Registration Certificate & EMII Certificate failing which benefits cannot be extended to the firm.

— Whether MSE registered firm is owned by entrepreneur belonging to SC/ST category? If "YES", then documentary evidence to be submitted, failing which, benefits as detailed in 11(d) cannot be extended to the firm. GRSE do not bind them to accept the lowest or any tender or to assign any reason(s) thereof.

12. In case of any discrepancy between various documents and Clauses, the most stringent shall prevail. Bidders are requested to visit the site prior to submission of bids.

13. Site visit: The bidder at the Bidder's own responsibility and risk is encouraged to visit and examine the site of works and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract. The cost of visiting the site shall be at the bidder's own expenses.

ANNEXURE- I: GENERAL TERMS & CONDITIONS:

1. **Delivery Period:** The entire scope of work shall be completed within 45 **days** from the date of receiving the Order/ LOI. An early delivery will be accepted.

2. **Payment Terms:** 100% payment will be made after submission of satisfactory work done certificate and on submission of clear bill supported with work done certificate & SE sheet signed & certified by Officer in Charge or his authorized representative.

3. **Terms of Price:** Price is on the basis of free delivery to GRSE site. Price shall remain firm and final for the total actual duration of the contract period with no escalation whatsoever. Financial and other commercial obligation shall be with contractor in case any GRSE material is required to be taken out of GRSE's premises for necessary reworking.

4. **ESCALATION:** Escalation@ 3% over and above the established rate may be considered if contract period will be extended beyond 1 year.

5. **Risk purchase:** In case the quality of work is not found satisfactory and the contractor fails to maintain the delivery schedule, GRSE reserves the right to get the work done by alternative source at the risk and cost of contractor.

6. **Applicable Tax:** If any, will be paid by GRSE at the prevailing rate. However, the bidders have to indicate the present rates of the applicable tax with SAC/ HSN code accordingly and your GSTIN.

7. Vendor to indicate following data in their Challan-cum-Invoice: GST registration No. : 19AAACG9371K1Z4, Range – Taratala – 1, Division – Taratala, Commissionerate – Kolkata-SOUTH.

8. GRSE reserves the right to accept or reject any/all offers without assigning any Reason whatsoever. Conditional offer will not be accepted.

9. **Vendor registration:** The vendor have to indicate 5 digit Supplier's code.

10. **Force Majeure:** Standard Force Majeure condition at the contractor's own work / establishment shall only be accepted. However, the failure of the Subcontractors of the vendor's shall not be accepted as a Force Majeure Condition.

11. **Jurisdiction:** All disputes arising out of the contract if required to be referred to a court of law, the jurisdiction of the case would be under Kolkata Court irrespective of the location of the vendor.

12. **Security Regulations:** Contractor shall abide by the security regulations of GRSE for safe custody and movement of men and materials as applicable. Photo passes in prescribed proforma shall be arranged by the contractor for the men working more than a fortnight at a time. The contractor shall be responsible to ensure that all persons, employed by him to execute any work in connection with this contract, are fully aware of the provision of the official secrets act 1923 and its connection with any other statutory act/law/arr:endment in force and have undertaken to comply with the same.

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The contractor shall also ensure secrecy of design, construction of equipment and completion of the work and shall carry out all or any instructions given by the customer in this respects.

13. **Working Hours:** On normal working days: 8:00 Hrs. to 17:00 Hrs. and Saturday: 8:00 Hrs. to 13:00 Hrs. Contractor's men will be allowed to work normally during working hours of GRSE.

14. **Compliance of Factory Rules:** All your engaged workmen of contractor will have to follow the Factory norms as per prevailing factory Acts while working in GRSE. Violation of same by an employee of contractor's firm, found at GRSE workplace, will compel GRSE to stop the work and may result in termination of the contract.

a) In the event of the failure of the contractor to pay wages / other legal dues to their workmen GRSE will reserve the right to deduct such dues from the bills of the contractor and arrange payment to the concerned workmen.

b) The enforcement of terms and conditions of the agreement as well as services and/or the cause of action shall be deemed to take place within the jurisdiction of Alipore Court, 24 Parganas (South) West Bengal, notwithstanding the residence or place of business/contractor's residence etc.

15. **Safety:** The contractor must observe all safety precautions in connection with the work to be performed by his agents or labourers. In the event of any accident happening in this yard at site of work or elsewhere resulting in loss of lives or otherwise damage to any part of the property, the contractor shall be required to make good the loss to the GRSE and shall be responsible for all consequences that follow from loss and/or injuries to the persons involved in such accidents. The contractor will provide uniform and identification card to their workers along with all safety Beans. The contractor shall take adequate and necessary precautions regarding the safety of the men and materials. The contractor is to ensure that his labour force uses all safety gear as laid down in Industrial & Labour Regulations while working on jobs entrusted on this contract. The contractor shall not employ labourers suffering from communicable diseases.

16. **Fire Prevention:** The contractor shall take all reasonable precautions to prevent fire of any nature in the general vicinity of his operations and shall be held responsible for all damages from fire directly or indirectly for his own activities or his employees. The contractor must report immediately to the contracting authority of the yard all incidents, accidents, injuries or near misses arising from performance of the services or work, giving full details of the relevant incidents together with such other information that the yard may require.

17. The contractor while executing work in GRSE premises should be governed by Official Secret Act and also shall observe all necessary security rules and discipline and will be subject to security checks as per rules and regulations in force from time to time.

18. **Material:** The CONTRACTOR shall procure all materials and items required for job except where specifically indicated that such items are of GRSE supply. All materials, supplied by the CONTRACTOR, shall be inspected by the nominated representative of inspection agency, prior to their use. The CONTRACTOR shall be responsible for storing and handling with reasonable for quality, efficiency and/or performance of any of the trial/equipment supplied by the Customer.

19. **Indemnity:** The CONTRACTOR shall indemnify the CUSTOMER against all claims for death or injury caused to any person whether a workman or not while engaged in any process with the Contractor's work or for dues of any kind whatsoever and the CUSTOMER shall not be bound to defend any claim brought under the workman's COMPENSATION Act 1923 or for dues under the payment of wages act 1936 on any other statutory Act or Law in force from time to time and applicable to the said work unless the CONTRACTOR first deposits with the CUSTOMER a sum sufficient to cover the Liability which CUSTOMER may have to incur in relation to such proceedings. The CONTRACTOR accepts entire liability for meeting all supplier's and subcontractor's claim. The CUSTOMER agrees to furnish required such information about payments made or to be made by them to such suppliers and subcontractors as may be required by the CUSTOMER for this purpose. All transaction between the CUSTOMER and his suppliers and subcontractors shall be carried out as between two principals without recourse in any event to the CUSTOMER and the CONTRACTOR shall



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make their suppliers and subcontractors fully aware of this position prior to transacting business with them.

20. **Sub-contract clause:** When an order is issued to a Vendor/Contractor for execution of a particular job, the Contractor shall not subcontract the job/a part of the job without approval from the employer and without intimation of the name and credentials of the said subcontractor.

21. **Individuality of contract:** This Contract should be treated as an individual contract and should not be related with other orders with GRSE in respect of progress of work or payment.

22. **REMOVAL OF METAL SCRAP & DEBRIS:** Metal scrap generated by cutting, welding of plates will be yard's property. However the scrap will be collected, loaded/unloaded by the contractor and transport provided the by yard within yard premises. The debris if any will be dumped on the garbage binges on the yard/designation locations in the yard by the contractor.

23. **TERMINATION OF THE CONTRACT:** The CUSTOMER shall be entitled to terminate the Contract in case it exceeds 3 month delay.

24. **Specification:** All items must conform to Indian Standard Specification wherever applicable.

25. **Inspection:** Inspection authority will be Manager (ES) RBD or his nominated officer of GRSE.

26. The Company shall not be liable under the Workmen's Compensation Act of 1923, in case any employee or workmen of any Contractor receives injury while actually serving his employer in connection with the latter's work inside the compound of GRSE Ltd.

27. **Arbitration:**

i) If at any time, before during or after the contract period, any unsettled claim, question, dispute or difference arises between the parties, upon or in relation to or in connection with or in any way touching or concerning this order, the same shall be referred to the Chairman & Managing Director ("CMD" in short) of Garden Reach Shipbuilders & Engineers Limited ("GRSE Ltd" in short) for appointment of a sole arbitrator for adjudication of the said disputes or differences, in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

ii) The CMD, GRSE Ltd. shall appoint a person, whom he thinks fit and competent, for adjudication of the disputes or differences, as the Sole Arbitrator.

iii) Such arbitration shall, in all respects, be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the rules framed there under or any statutory modification or re-enactment thereof for the time being in force.

iv) The Award of the Sole Arbitrator shall be final, conclusive and binding upon the parties.

v) In the event of the death or resignation for any reason whatsoever of the said Sole Arbitrator, appointed by the said CMD of GRSE Ltd. the CMD of GRSE Ltd., on an application from either of the parties in this behalf, shall appoint in place of the outgoing Arbitrator, another person whom he thinks fit and competent to adjudicate the said disputes and differences in accordance with law.

vi) Also in the event an Arbitration award is set aside by a competent court on an application from either party and unless otherwise ordered by the said court, the CMD of GRSE Ltd., on an application from either party, shall appoint a person whom he thinks fit and competent to adjudicate the disputes and differences in accordance with law.

vii) The cost of the arbitration, fees of the arbitrator, remuneration of the stenographer and clerk, stamp paper etc. as shall be decided by the Sole Arbitrator, shall be shared equally by the parties. The venue of arbitration shall be at Kolkata and unless otherwise decided by the parties or by the Sole Arbitrator himself the venue shall be the premises of Garden Reach Shipbuilders & Engineers Ltd. located at 43/46, Garden Reach Road, Kolkata 700 024.

viii) The language of the proceeding shall be in English. "

28. GRSE will not entertain any claim from the contractor for any idle time Compensation.



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29. During the pendency of this order, the contractor shall not employ any officer of GRSE without GRSE's written consent. GRSE reserves the right to terminate the order in case of breach of this stipulation.

30. No living accommodation inside GRSE premises will be allowed. Safety measures, such as safety belts etc. are to be adopted while working overhead. The contractor will be responsible for any damage caused by him to GRSE property arising out of his executing this Work.

31. GRSE reserves the right to cancel this work order in case of poor workmanship/progress of work and get the work done through any other agency at the risk, responsibility and cost of the contractor.

32. All works whenever necessary shall conform to the technical specification and shall be covered under the General & Special Conditions of contract for annual maintenance.

ANNEXURE - A: Scope of Work:

SOTR for AMC of Air Conditioner at RBD Unit

1. Service provider may depute/engage a suitable team to visit the site before bidding if required to fully understand the job and ascertain the difficulties that may be encountered during execution of the work. The site visits shall be entirely at service providers' own cost and expense.
2. Service Provider shall depute OEM Authorized Service Engineer/ technically competent service engineer /engineers along with skilled helpers at Buyer's premises to ensure proper upkeep of the Air Conditioners and quick resolution of the fault during the AMC period.
3. The service Provider shall not demolish, remove, or alter structures or Buyer facilities on the site without prior written approval of Buyer. The Service Provider shall clean/dispose of all the debris and other material accumulated due to servicing/ maintenance of the Air Conditioners. The installation/ re-installation of ACs are NOT covered under the scope of the AMC.
4. As and when required the service provider shall report to representative/nodal officer designated by buyer about performance of the Air Conditioners.
5. The Service Provider shall undertake to arrange genuine spares parts of the Air Conditioners as and when required.
6. Service Provider shall maintain the congeniality of any information related to the Air Conditioners under AMC: Service Provider shall be required to take appropriate measure to maintain congeniality obligations by its personnel engaged.
7. The AMC service shall be commenced maximum within 15 days (two weeks) of award of contract. On award of the service order, the Service Provider would prepare a report regarding taking over of the Air Conditioner(s) before commencement of the AMC Service. It shall be the responsibility of the Service Provider to make the Air Conditioner work satisfactorily throughout the contract period, also to hand over the Air Conditioners to the department in working condition on expiry of the contract. Any damage to the Air Conditioner units in the contract period due to improper Maintenance practice to be rectified/ replaced by the Service Provider without any extra cost and expenses.
8. Service Provider (SP) shall maintain register indicating details of equipment being maintained and details of rooms/place where they are installed.
9. During AMC the SP shall also carry out one number of preventive maintenance (overhauling) services per year.
10. No work will be undertaken on closed holidays and beyond office hours on any day except by prior approval /direction of the Buyer.
11. Service Provider shall have facility to enable user department to register complaints either through telephone or by E-mail at user premises. Proper record of the complaints shall be maintained by the Service Provider/Support Engineer/ call center for each consignee location/ User Premises.

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12. Service Provider shall ensure availability of suitable instruments/tools for their service Engineer to examine and repair the Air Conditioners.
13. The preventive maintenance (overhauling) shall cover the details given below:-
14. Acid cleaning of condensers and cooling coils and repair of Fans.
15. Water cleaning of entire body.
16. Tightening of all screws, fasteners.
17. Checking all the electrical parts and wiring and repair of such parts. Oiling of all the moving parts.
18. Checking the play (gap) of condenser motor and if required, refurbishing/replacing defective worn out parts.
19. Checking cooling effect and if it is found that gas is less the same has to be topped up.
20. Cleaning/ replacement of filters.
21. Servicing of remote control and microprocessor controls.
22. Repair of damaged insulation of refrigeration piping of split units, on account of routine service/ repair.
23. Any other requirement as per the specific scope of service provided by the Buyer.
24. Apart from the overhauling, timely routine services (dry and wet) are also to be carried out which shall cover the following works.
 - Cleaning of filters.
 - Dust cleaning of entire unit by water/ air blower and cloth.
 - Checking/ tightening of all the screws/ fasteners.
 - Checking and tightening of electrical contact points and parts and if required, replacement of the defective parts.
 - Any other requirement as per the specific scope of service provided by the buyer
 - Service Provider shall maintain the log sheet which will include number of Services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number and necessary details.
 - Service Provider, as per need and requirement of the Department, may ensure appropriate deployment of the Manpower.
 - Periodic/ Routine Maintenance shall be as per industry standard/ Maintenance manual of the Air Conditioners. The parts/components/sub-assemblies used for repair/replacement by the Service Provider will be of the same make and functional capability as originally available in the system.
 - Service Provider shall be responsible for the verification of new part(s) from Buyer/ Buyer's nodal officer before fitting to equipment. The removed part is to be handed over to the Buyer/ Buyer's nodal officer. In case service provider notice any part is missing same to be brought to the notice of the Buyer/Buyer's nodal officer or otherwise responsibility shall be of service provider.
 - All the consumable articles / parts such as material required for cleaning of AC Unit and machinery, repairs and maintenance will be provided by the Service Provider at no extra charge to the Buyer.
 - In case of delay in attending to problems, breakdown of Air Conditioners due to improper handling by the Service Provider's personnel then penalties for violation of Service Level Agreement shall be levied as indicating the Penalty Clauses
 - After carrying out repair when required certificate regarding equipment working condition should be obtained from concerned Buyer/ Nodal Officer.
 - Service provider shall provide minimum warranty of 6 months for the replaced part from date of such replacement /repair.
25. The machines will be handed over in good running condition and the service provider shall provide total coverage to the Air Conditioners including preventive maintenance services besides breakdown repair and replacement of all requisite spares. The regular service/ Cleaning includes the following.
26. Checking of all functions of compressors, blowers, switches, relays, electronic control etc. and rectification/replacement to be done.



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27. The outlet of water accumulating in the tray below the air conditioner machines are to be checked regularly for jamming/breakage and rectification to be done as and when required.
28. Repairing/replacement of Ducting/casing, Compressors, Blower Fans, Wooden frame, Tray, Thermostat, Relay Grill etc. are also included in scope. Each machine have to be thoroughly overhauled/serviced/painted once in a year during the tenure of contract Record of such activities to be kept duly certified by Engineer in-charge.
29. Any fault or break down reported, to be attended and rectified within 12 hours including Sunday/Holiday. In case of major breakdown which require workshop for repair in case of Window AC, a machine on loan to be provided prior to take out the defective machine. Maximum 10 days will be allowed for such repair and cost of repair, collection and delivery charges to be borne by the Contractor.
30. Preventive Maintenance of all the ACs covered under the AMC are to be carried-out two times in a year (preferably every six months interval).
31. Log book is to be maintained to keep the record of maintenance for each machine duly signed by the user department in every occasion of repair/maintenance.
32. All the spares shall be genuine preferably from OEM. All consumable, tools & tackles etc. to be arranged by the service provider.
33. Total nos. of individual machines for AMC may vary according to the condition/discretion of GRSE. Bidder shall return the machines in good condition at the end of contract period.
34. The actual quantities of ACs may vary. If actual quantities varies, the extra quantity should be executed with same finalized rate, terms & Conditions of this Tender.
35. All tools, tackles, staging etc. are to be arranged by the contractor while gas cylinder, electrodes, material handling equipment, if available, may be provided by GRSE on request on chargeable basis at GRSE's prevailing rate.
36. Vendor should have past experience to carry out the repair/maintenance of air conditioners of various Make/Model/Capacity in Govt/PSU/Large Scale/Small Scale Industries of Windows/Split ACs such as LG, Voltas, Blue Star, and Godrej etc or authorization certificate for repair/maintenance of ACs from reputed company, the bidder must submit the documents as credential during Technical Negotiation.
37. The Specific Scope shall cover the details regarding the Air Conditioners (such as type of Air Conditioner, Mode of Air conditioner, Technology of AC, Nominal cooling capacity, Location of ACs, Vintage of AC, Type of Refrigerant etc.) and depending on site/location/building and other relevant conditions / precaution /requirements/details/information essentially considered to be informed to the Service Provider.
38. Buyer shall nominate a Nodal officer/engineer in-charge from its organization to coordinate with Service Provider to facilitate proper co-ordination.
39. Buyer Department shall ensure that the Service Provider or its authorized personnel gets the required access to location/areas/rooms for providing the services as per contract.
40. The Scope including specific activities/ work requirements related to the AMC of Air conditioner shall be provided by the Buyer with approval of competent Authority at the time of bidding.
41. If needed complete layout of the site/location/building where Air conditioners are located/ installed may be provided by the Buyer to Service Provider after placement of the contract to the successful bidder.
42. Water and electricity (if required) will be supplied by GRSE at free of cost.
43. The machines will be handed over in good running conditions to the Contractor.
GRSE will provide space only for Office purpose to the contractor and they will have to make their further arrangements by their own.



44. **Response Time:**

In case, no part is replaced, then such complaint must be attended within 24 hours of lodging of such complaint. However, in case of requirement of change of spare part, then complaint should be resolved within 7 days of lodging. In case the Air Conditioner is not get repaired, or an alternative system not supplied within the period of 7 days from the time of failure reported, then the Buyer reserves its right to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recovered from the Service Provider.

Service Provider shall be responsible for ensuring that the resources employed for carrying out the servicing and repair shall conduct themselves appropriately in the premises of the Buyer's department. In case of any misconduct penalties as indicated in the SLA shall be levied and Service Provider may be required to terminate the resource with immediate effect.

The Service Provider shall provide proper identity cards, uniform, etc. for the resources to ascertain only authorized service persons are attending to the servicing and repairing work.

In case resources employed by the Service Provider resort to any theft the cost of the article shall be recovered from the Service Provider in addition to any other criminal action against such

The resources used by Service Provider to carry out maintenance shall be on rolls of the Service Provider and shall have no claim whatsoever for any benefits from the Buyer department. Service provider shall be responsible for complying with any and all applicable rules, regulations, bye laws and other statutory compliances.

45. **Penalties and Termination:**

The Service Provider shall be responsible for faithful compliance of the terms and conditions of this AMC. In case of noncompliance of Service obligations, penalty per default will be imposed as per SLA. Non delivery of service in time, not starting work in time, violation of existing laws and statutory requirements, committing fraud, etc. will be considered as a major default and the contract will be liable to be terminated immediately without giving any further notice.

Penalty to be imposed if the resolution / maintenance involving part replacement is delayed above 7 days.

If the Service Provider is not able to complete or turn up for the calls, then Buyer can avail the services from any other local service provider / local technician and the amount so incurred in such repair or replacement can be deducted from the bill of Service Provider / from his due amount.

The cumulative penalty cannot exceed 10% of the contract value for that period. The AMC may be terminated by the Buyer once this limit is breached without any prejudice to other contractual remedy, if any.

46. List of Air Conditioners installed at GRSE RBD Unit are to be covered under the AMC(Average vintage of ACs are 8 years) :

Sr. No.	Make	Type	Capacity(TR)	Qty.
1	Camipro	Split	1.5	1
2	Godrej	Split	1.5	5
3	Himgiri	Split	1.5	11
3	HITACHI	Split	2.0	7
4	Lancer	Window	1.5	3
5	Midea	split	1.5	3



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6	National	Window	1.5	4
7	Tempair	split	1.5	1
8	Tempair	Window	1.5	1
9	Voltas	Window	1.5	6
10	Voltas	Window	2.0	1
11	Weather Makers	Split	2.0	2
12	Weather Makers	Window	2.0	1
13	Weather Makers	Split	1.5	8
14	Weather Makers	Window	1.5	16

ANNEXURE - B (COMMERCIAL OFFER)

ITEMS: AMC of Air Conditioner at GRSE RBD Unit.

TENDER NO.: RBD/ELECT/AC/WEB-OT/01/22-23

Date of issue : 02.09.2022

1	NAME & ADDRESS OF THE BIDDER WITH REFERENCE NO./DATE*	Accepted (Yes/No)/ put value/ NA
4	COMMERCIAL TERMS	
5	PERFORMANCE BANK GUARANTEE OR 03% RETENTION IN LIEU OF PBG	
6	TECHNICAL COMMENTS (PLEASE INDICATE TECHNICAL DETAILS OF YOUR MANUFACTURE)	
7	DELIVERY SCHEDULE * (PLEASE CONFIRM/INDICATE YOUR DELIVERY SCHEDULE)	
8	TERMS OF PAYMENT: { PAYMENT WILL BE MADE THROUGH ECS MODE }	Terms AS PER INDICATED IN SPECIAL TERMS & CONDITION
	IF DEVIATION PLEASE MENTION	
9	ORDER TO BE PLACED ON	
10	PAYMENT TO BE MADE TO (IF ANOTHER AGENCY) PLEASE INDICATE LATEST BANK DETAILS	
11	QUOTATION VALID TILL*	

COMMON COMMERCIAL AND TECHNICAL ATTRIBUTES (APPLICABLE FOR ALL ITEMS)

Sl. No.	ATTRIBUTE	INDICATOR
COMMERCIAL TERM(S)		
1	GST Rate	PERCENTAGE
2	MISCELLANEOUS CHARGES DETAIL(S) IF ANY	PERCENTAGE
3	MISCELLANEOUS CHARGES AMOUNT	VALUE

ATTACH SUPPORTING DOCUMENTS (PRICE NOT TO BE MENTIONED HERE)

NOTE:



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PLEASE PUT VALUE FOR "SELECT AN OPTION"

1) * Indicates Mandatory Fields.

3) ALL OTHER TERM(S) AND CONDITION(S) OF THE R F Q ARE ACCEPTABLE. DEVIATIONS, WHEREVER APPLICABLE HAVE BEEN INDICATED IN THE OFFER AS ABOVE.

ACCEPTANCE FORMAT (MATRIX) OF SOTR:

ITEMS : AMC of Air Conditioner at GRSE RBD Unit

TENDER NO.: RBD/ELECT/ AC/WEB-OT/01/22-23

Date of issue :02.09.2022

SOR	Bidder's	SOR	Bidder's	SOR	Bidder's
Sl no.	Remarks(Accepted- Yes/No)	Sl no.	Remarks(Accepted- Yes/No)	Sl no.	Remarks(Accepted- Yes/No)
ANNEXURE-B: Scope of Work					
1		17		33	
2		18		34	
3		19		35	
4		20		36	
5		21		37	
6		22		38	
7		23		39	
8		24		40	
9		25		41	
10		26		42	
11		27		43	
12		28		44	
13		29		45	
14		30		46	
15		31			
16		32			
		NAME			
		DESIGNATION			
		COMPANY NAME, ADDRESS & FAX/PH. NO.:			
NOTE:					
1. Bidders should read the SOR included in the Tender carefully prior to filling up this acceptance format.					
2. This format should be properly filled, signed and returned along with your					

Handwritten signature



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technical bid for considering your bid.		
3. Please indicate: ACC- For accepted, NO – For not accepted and DEV – For deviation taken.		
4. Separate sheet to be attached for any deviation taken by you.		
5. SOR Sl. Numbers shown in the format includes the Sub Sl. No under them also.		

ACCEPTANCE FORMAT (MATRIX) OF TERMS & CONDITIONS

ITEMS : AMC of Air Conditioner at GRSE RBD Unit

TENDER NO.: RBD/ELECT/AC/WEB-OT/01/22-23

Date of issue :02.09.2022

STACS	Bidder's	STACS	Bidder's	STACS	Bidder's
Clause no.	Remarks	Clause no.	Remarks	Clause no.	Remarks
1		ANNEXURE - I : GENERAL TERMS & CONDITIONS		19	
2		1		20	
3		2		21	
4		3		22	
5		4		23	
6		5		24	
7		6		25	
8		7		26	
9		8		27	
10		9		28	
11		10		29	
12		11		30	
13		12		31	
		13		32	
		14			
		15			
		16		ANNEXURE- II	
		17			
		18			
		NAME			
		DESIGNATION			
		COMPANY NAME, ADDRESS & FAX/PH. NO.:			

NOTE:

1. Bidders should read the Standard Terms and Conditions (STACS) included in the Tender carefully

Handwritten signature



GARDEN REACH SHIPBUILDERS & ENGINEERS LTD.

- prior to filling up this acceptance format. 2. This format should be properly filled, signed and returned along with your technical bid for considering your bid.
- 2 Please indicate: ACC- For accepted, NO – For not accepted and DEV – For deviation taken.
3. Separate sheet to be attached for any deviation taken by you.
4. STACS clause numbers shown in the format includes the sub clauses under them also.

ANNEXURE-C (TECHNICAL OFFER)

ITEMS : AMC of Air Conditioner at GRSE RBD Unit

TENDER NO.: RBD/ELECT/AC/WEB-OT/01/22-23

Date of issue :02.09.2022

NAME & ADDRESS OF THE BIDDER WITH REFERENCE NO./DATE*

Enquiry Sl. No.	Material Description	Qty Required	UOM	TECHNICAL REMARKS	Accepted (Yes/No)
Annexure – A: Bill of Quantity.					
1	AMC of Air Conditioner at GRSE RBD Unit for one year	70	EA		

ANNEXURE-D (PRICE BID)

ITEMS : AMC of Air Conditioner at GRSE RBD Unit

TENDER NO.: RBD/ELECT/AC/WEB-OT/01/22-23

Date of issue :02.09.2022

NAME & ADDRESS OF THE BIDDER WITH REFERENCE NO./DATE*

Enquiry Sl. No.	Material Description	Qty Required	UOM	RATE (PER UNIT)	TOTAL AMOUNT
Annexure – A: Bill of Quantity.					

Atty



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1	AMC of Air Conditioner at GRSE RBD Unit for one year	70	EA		
		TOTAL			
Note: Mention Any discount in percentage terms (Put numeric value only):					
		Net Total			

Ashim 02/09/22
अशिम राय / Ashim Roy
प्रबंधक (ई.एस. एन्ड. सी.एम)/आरबीडी
Manager (ES & CM) / RBD
जी.आर.एस.ई लिमिटेड, G.R.S.E. Ltd.
कोलकाता-७०००४४, Kolkata-700044