

**TENDER DOCUMENT FOR COMPREHENSIVE  
ANNUAL MAINTENANCE CONTRACT FOR AIR  
CONDITIONING SYSTEMS AT HLL LIFECARE LTD.'S  
VARIOUS UNITS IN KOZHIKODE.**

**Tender No. - HLL/HCS/CHO/PROJ/2015-16/006 dated 02.09.2015**



**HLL Lifecare Limited**  
(A Government of India Enterprise)

**HLL LIFECARE LTD  
HEALTHCARE SERVICES DIVISION,  
CORPORATE AND REGISTERED OFFICE  
HLL BHAVAN  
POOJAPPURA P.O,  
THIRUVANANTHAPURAM -695012.**

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**NOTICE INVITING TENDER**

To,

Sub: Comprehensive Annual Maintenance Contract (AMC) for air conditioning systems at HLL Lifecare Ltd.'s various units in Kozhikode, Kerala.

1. Sealed tenders are invited on behalf of **HLL Lifecare Limited (Government of India Enterprise)** for the work of comprehensive Annual Maintenance of Air Conditioning systems installed at Hindlabs laboratory & Lifecare Centre Kozhikode and Lifecare Centre, Vadakara, A unit of HLL Lifecare Ltd. from the experienced agencies in the relevant category of work and who have carried out similar works with Govt. departments/PSU's/MNC's and also from the reputed AC manufacturers or their authorized dealers as per the requirements and details enclosed.

The details are as summarized below:-

a)	Name of Work:	Comprehensive Annual Maintenance Contract (AMC) for air conditioning systems at HLL Lifecare Ltd.'s various units in Kozhikode, Kerala.
b)	Locations	<ol style="list-style-type: none"> <li>1. <b>Hindlabs &amp; Lifecare Centre</b> Ground floor, Super Specialty Block, Inside Govt. Medical College, Kozhikode - 673008 Ph. No. 0495 2350090, 2350390</li> <li>2. <b>LIFECARE CENTRE</b> Tromacare Building Inside Government District Hospital Vadakara – 673101 Kozhikode, Kerala Ph. No. 0496-2524066.</li> </ol>

c)	Pre-Qualification requirement (PQR) of bidders	Eligibility criteria for the issue of the Tender document are as under: - A) Reputed AC manufacturers or their authorized dealers as per the requirements or their authorized Service providers for providing AMC's for air conditioners. B) Should have well established servicing facility in the district. C) Experience of successfully carried out the similar kind of Air Conditioning AMC work within the last two years.
d)	Collecting tender document	The tender document can be downloaded from our website <a href="http://www.lifecarehll.com">www.lifecarehll.com</a> from 02 <sup>nd</sup> September 2015 to 17 <sup>th</sup> September 2015.
e)	Last date of submission of tender	The complete tender in sealed envelope shall be submitted by <b>17<sup>th</sup> September 2015 up to 15:00 hours.</b>
f)	Date of opening	Date of opening of the tender will be on <b>17<sup>th</sup> September 2015 16:00 hours</b> at HLL Lifecare Limited, Corporate & Regd. Office, HLL Bhavan, Poojappura, Thiruvananthapuram-695012

1. The tenders shall be super scribed with "Comprehensive Annual Maintenance Contract (AMC) for air conditioning systems at HLL Lifecare Ltd.'s various units in Kozhikode, Kerala." to be submitted in office by 03.00 P.M on 17.09.2015 to be opened on the same day at 04.00 P.M. Any bid submitted after 03.00 P.M. on 17.09.2015 shall not be considered by HLL.
2. The tender shall be completed in all respect and should be signed by the Authorized Signatory of Tenderer on all the pages and duly signed all pages of tender shall be placed with schedule and the company stamp shall be placed under the signature of person on each and every page of tender document confirming all the tender conditions.
3. All the columns in the annexures of the tender shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. The rates shall always be both in figures and words.
4. While applying for the tender document, the intending tenderers shall furnish proof of, experience certificates, works completed/awarded, valid work contract tax /service tax/ sales tax/ VAT/TIN as applicable.

5. The person, signing the tender on behalf of company/firm or on behalf of another person shall attach with tender a certified copy of power of attorney/proper authority on a non-judicial stamp paper of requisite value duly executed in his favor by such person, company/firm and must state specifically that he has authority to sign such tenders for and on behalf of such person or company/firm as the case may be, and in all matters pertaining to the contract.

**Sd/-**

**Associate vice President  
Healthcare Services**

**Division**

## **INSTRUCTION TO THE TENDERERS**

Tender notice for Comprehensive Annual Maintenance Contract (AMC) for air conditioning systems at HLL Lifecare Ltd.'s various units in Kozhikode, Kerala with following terms and conditions:-

### **1. General conditions**

- 1.1. Tender shall be submitted in official tender form only. If submitted in any other form the same shall be summarily rejected.
- 1.2. The service provider shall provide direct service and shall not employ Sub-Contractors.
- 1.3. The Agencies can inspect the site and equipment's with the AC Technician after taking prior approval between 10.00 AM to 5.00 PM from 03.09.2015 to 16.09.2015. No extra amount shall be payable for non-awareness of the site/equipment's conditions and constraints.
- 1.4. Sealed offers are invited for the Annual Maintenance contract of different kind of split, ductable, cassette and window ACs of different capacities as per the bill of quantity enclosed as annexures.
- 1.5. Corrections, if any in the tender must be attested by the tenderer.
- 1.6. HLL reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.
- 1.7. Late tenders will not be considered and shall be rejected.
- 1.8. Water & Electricity shall be provided at one point free of cost.
- 1.9. The rates quoted should be on FIRM & FIXED basis.

### **2. Eligibility conditions**

- 2.1. Bidder should have a minimum of two years of experience in the service / maintenance of Air-Conditioners (Window, Split, Cassette and Ductable) to various organizations.
- 2.2. Service providers should furnish PAN. Service provider may furnish Service Tax Registration, VAT Registration & other statutory requirements if any as applicable.
- 2.3. Self-attested copy of documentary proof as required above must be furnished along with tender document and in case the required information and

documents with the tender document are not furnished, the tender shall be rejected.

### 3. **Submission of Tenders:**

Tender shall be submitted in sealed envelopes super scribed as “*Comprehensive Annual Maintenance Contract (AMC) for air conditioning systems at HLL Lifecare Ltd.’s various units in Kozhikode, Kerala.*” on **17.09.2015** before **15.00 hours** addressed to ‘**Associate Vice President, Healthcare Services Division, HLL Lifecare Limited, Corporate & Regd. Office: HLL Bhavan, Poojappura, Thiruvananthapuram-695012.**’

4. While submitting the tender, any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender are liable to be rejected.
5. Any cutting/over writing etc. in the tender must be signed by the person who is signing the tender.
6. The Tenderer agrees that the rates submitted shall remain valid for acceptance for a period of 120 days from the date of opening of the tender.
7. The AMC Contract will be awarded for a period of one year from the date of awarding the contract. The period of AMC can be extended for another one year based on mutual agreement/contract at the discretion of HLL.
8. The tenderers must thoroughly inspect the systems and furnish their quotes in —**as is where is** condition without stipulating any preconditions.
9. **Settlement of Dispute:** Any arbitration shall not be the means of settlement of dispute or claims or anything on account of this contract. If any disputes and differences arising out of the contract are to be settled by a civil court at Thiruvananthapuram.
10. All the communication with respect to the tender shall be addressed to:

**‘Associate Vice President’  
Healthcare services Division,  
HLL Lifecare Ltd,  
Corporate & Registered Office,  
HLL Bhavan, Poojappura P.O  
Thiruvananthapuram -695012**

**Sd/-**

**Associate Vice President  
Healthcare Services Division**

**TERMS & CONDITIONS:**

1. HLL shall mean 'HLL Lifecare Limited' (A Government of India Enterprise) Corporate & Regd. Office: HLL Bhavan, Poojappura, Thiruvananthapuram and shall include their legal representatives, successors and permitted assigns.
2. This Annual Maintenance Contract shall be a Comprehensive contract for different types of air-conditioners and for different types of maintenance but the following are excluded from the contract
  - a) In the event of compressor replacement, it shall be replaced with compressor from OEM's for which the cost of the compressor shall be released by HLL on submitting the bill on actual basis.
  - b) Shifting charges of window/split/ductable/cassette ACs
3. **Period of AMC:-** The period of preventive maintenance is for one year from the date of work order and the frequency of servicing all the units are 4 times in an year (Quarterly).
4. The contractor 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 the Engineer-in – Charge.
5. The entire installation should be intact at any time of inspection as was 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 Contractor shall inspect and examine the Site and its surrounding and shall satisfy himself before submitting his tender as to the nature of the Site, the quantities and nature of works and material necessary for the providing the services.
7. A service programme chart showing all the activities with period for the AMC covered systems should be submitted in advance to the company and according to that the maintenance should be executed.
8. Any break down maintenance/minor maintenance should be attended when called upon by us.
9. All consumables and spares required for the maintenance shall be under the scope of the contractor. The down time for attending to and rectification of defects/complaint shall not exceed 24 hours.



**10. TAKING OVER AIR CONDITIONERS FOR AMC CONTRACT**

- The air-conditioners shall be taken over for AMC contract on “as and where installed” basis.
- The contractor shall ensure that all Air conditioners are in proper working conditions at the time of taking over.
- After completion of the contract, contractor has to hand over the system in perfect running condition (complete in all respects as per inventory) to the department.

11. The rates of AMC shall be inclusive of all taxes, duties, works contract tax, cartage loading, sales tax, turnover tax and any other statutory taxes and service tax complete in all respects, valid for a period of one year from the date of award of contract.

12. The tenderer shall take into account basic price, cost of labour, T&P, taxes as applicable, conveyance / cartage etc. before quoting the rates. No extra claim what so ever in this regard shall be entertained. Parties are required to quote there Pan No., Tin No, Service Tax no, ESI Code and PF Code.

13. The tenderer have to quote the rate on annual basis.

**14. PAYMENT TERMS AND CONDITIONS:**

- The maintenance charges quoted by the agency per item are on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground.
- TDS, Service Tax, WCT and any other tax as applicable as per prevailing rates will be deducted before making the payment. Quarter shall mean three months.

**Option 1**

- The AMC premium will be released quarterly at the end of each quarter on production of bill and certification of satisfactory services, by the Centre manager/Centre-in-charge, HLL Lifecare Limited.

**Option 2**

- Advance payment at the beginning of each quarter against submission of Bank Guarantee from a nationalized bank for an equivalent amount.

**Security Deposit:**

Total security deposit shall be 5% of the work order value and shall be deposited by the contractor within ten (10) days of receipt of the work order/letter of intent. Security deposit shall be in the form of DD issued in favor of HLL Lifecare Ltd. payable at Trivandrum

All compensation or other sums of money payable by the contractor under the terms of this Contract or any other Contract or any other account whatsoever may be deducted from the security deposit.

**Refund of Security deposit:** Security deposit refundable without interest to the Contractor shall be refunded to the Contractor on the Centre manager/Centre-in-charge certifying in writing that the AMC period of 12 months has been completed satisfactorily.

Security Deposit will be forfeited in the event of the contract offered in full or in part not being fulfilled by the Tenderer/Contractor.

**15. Tool and Plants:**

The required tools 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 HLL. The Contractor shall keep all required tools at site.

16. The contractor has to arrange necessary insurance coverage to the workmen deployed by him and shall arrange necessary safety measures before starting the work.

**Sd/-**

**Associate Vice President  
Healthcare Services Division**

**A. SCOPE OF WORK**

1. AMC of Window, Split, Ductable and Cassette unit AC's shall include supply of all material spares, repairs of compressor, gas charging, air filter, electrical parts, servicing, overhauling, greasing, starting relay, overload protector, wiring repairs, motor rewinding with bush and shaft, tapes including handling charges, blower motor/outdoor fan motor, digital scanner, piping, insulation and spares of outdoor/indoor units replacement etc., complete in all respects, for ensuring the desired levels of cooling.
2. The air conditioners that are not serviceable by the agency / beyond economical repair due to obsolescence of technology or non-availability of parts / components / assemblies will be withdrawn from the maintenance contract. The decision of engineer in charge regarding non-availability and obsolescence of technology will be final. Withdrawal of such air conditioners shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency. Preventive maintenance service would be carried out by the service provider regularly to keep the equipment running in a trouble free condition during the period of contract. Wash the filter of all the ACs every month.
3. A record of preventive maintenance carried out would be maintained by you and duly certified by the authorized officer. The contractor will maintain history sheet of equipments under maintenance contract with detailed specification.
4. All the faults will be attended at site of HLL. 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.
5. Details of all minor/major, routine/preventive repair/maintenance job undertaken shall be entered into the history sheet.
6. Following work is included in the Annual Maintenance Contract of window/split/ductable/cassette type 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, repairs of compressor from OEM's (no cut weld/locally repaired compressor will be accepted), repairing of stabilizer, repairing of the insulation/pipes of split ACs, etc. to ensure that ACs function in proper way.

**B. Time schedule and periodicity of work****Work to be carried out monthly:**

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.*

**Quarterly Preventive Maintenance shall include the following:**

- Checking motor bushings
- Ground connections
- Checking connections at the main plug
- Cleaning of blower and condenser fan
- Cleaning the evaporator and condenser coils
- Cleaning the equipment
- Checking and tightening of nuts & bolts
- Oiling the motor
- Checking cooling efficiency
- Overhauling of the A/c, with chemical washing process
- 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.
- Greasing of blower motors and all moving parts.

However, the air filter of the Air-Conditioning Units shall be cleaned every month of the quarter.

**C. Break-down service (BDS):**

Breakdown calls shall be attended to immediately and a record of such service, duly acknowledged by the person in charge of the location of the air-conditioner, shall be maintained. Breakdown service will include replacement of genuine spares & Compressor and Gas filling at the cost of the service provider excluding compressor.

**D. The penalty amount per complaint will be as follow:**

1. Fault not rectified within 24 hour @ Rs 200/- per day.
2. Major faults not rectified within 48 hours @ Rs 500/- per day. III) If OEM or above specification component is not used as maintenance spare, the cost of the equipment will be paid by the vendor if the equipment becomes unserviceable.

3. Any delay beyond 10 days in rectifying the major fault, the penalty will be enhanced to Rs 1000/- per day.
4. Beyond 15 days if the equipment gets repaired in the open market, the actual cost of the same shall be recovered from the contractor. In extreme cases, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted at the discretion of the competent authority.
5. Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
6. Any damage resulting to the system on account of the negligence or mal-operation shall be made good by the contractor. Nothing extra will be paid for such work.
7. The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the service to the satisfaction of the Engineer-in – charge of the department and any expenditure incurred therein for alternative arrangements by the Engineer-in-charge shall be recovered from the contractor.
8. The penalty amount shall be deducted from contractor's bill.
9. The material requires replacement shall be of same quality/manufacturer and specifications. The dismantled material shall be taken by the contractor as buy back after the approval of HLL Officials.
10. The AC units under warranty/guarantee shall be maintained by the AMC provider by liaising with the agency from where AC units are purchased and HLL will provide the bills of AC units for this and the transportation required also under the scope of AMC provider.
11. 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.
12. Transportation of Air-Conditioner Units from the office buildings to the service provider's workshop, from one building to another and from the service provider's workshop to the office buildings, will be at the cost of the service provider.

#### **E. Cancellation of contract:**

In cases of poor workmanship and non-compliance of tender/agreement or services provided by the contractor are not found to be satisfactory, the contract shall be terminated by the department by giving 30 days' notice even before the expiry of contract period and shall be forfeited the security deposit without assigning any reason what so ever.

**ANNEXURE-A****SCHEDULE FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR AIR CONDITIONING SYSTEMS  
AT HLL LIFECARE LTD.'S VARIOUS UNITS IN KOZHIKODE, KERALA.**

SL No	Model & Brand	Description	Location	Quantity	Unit Rate/annum*	Taxes	Amount
1	5HW24MAI Blue Star	2.0 TR SPLIT AC	Kozhikode	3			
2	5HW18SAI Blue Star	1.5 TR SPLIT AC	Kozhikode	2			
3	5HW12ZDSI Blue Star	1.0 TR SPLIT AC	Kozhikode	2			
4	5HW12ZCWI Blue Star	1.0 TR SPLIT AC	Kozhikode	2			
5	5HW12SAI Blue Star	1.0 TR SPLIT AC	Kozhikode	4			
6	3HW24VCI Blue Star	2.0 TR SPLIT AC	Kozhikode	7			
7	CU-UC 18 NKY Panasonic	1.5 TR SPLIT AC	Vadakara	1			
8	CU-UC 12 PKY Panasonic	1.0 TR SPLIT AC	Vadakara	2			
	<b>GRAND TOTAL (in figures)</b>						
<b>GRAND TOTAL (in words)</b>							

\*Rate quoted should be for one year.

Date -

Signature -