

**OFFICE OF THE COMMISSIONER OF CUSTOMS (SEAPORT)  
33, RAJAJI SALAI, CUSTOM HOUSE,  
CHENNAI - 600 001.**

[www.chennaicustoms.gov.in](http://www.chennaicustoms.gov.in)

F.NO: S31A/193/2009 -CHS

dt.13<sup>th</sup> May, 2010

Notice Inviting Tender

Sub: Calling for tenders for AMC of Air Conditioners - reg.

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Sealed tenders are invited for Annual Maintenance Contract for 146 Air Conditioners installed in Custom House (including Docks Gates), 60, Rajaji Salai, Chennai for a period of One year (01.06.2010 to 31.05.2011).

The tender documents with the terms and conditions can be obtained on any working day between 10.30 a.m. to 05.00 p.m. from CHS Section, Ground Floor, Custom House, Chennai-1 or can be downloaded from the website [www.chennaicustoms.gov.in](http://www.chennaicustoms.gov.in). The interested parties are requested to deposit the sealed bids superscribed "QUOTATION FOR AMC OF AIR CONDITIONERS" addressed to The Commissioner of Customs (Import), Custom House, Chennai-1.

The last date for submission of tenders is 25.05.2010 up to 05.00 p.m.

The Commissioner of Customs (Import) reserves the right to accept or reject any or all tenders without assigning any reasons.

Copy to :

EDI with a request to place on website.

ATTESTED



(S.T.KANNAN)  
SUPDT. OF CUSTOMS(CHS)  
CUSTOM HOUSE, CHENNAI- 1

Sd./-  
(P. SUBRAMANIAN)  
Addl. Commissioner of Customs (PG)

## TENDER FOR AIR CONDITIONER MAINTENANCE

Sealed quotations are invited from **Authorized Service Providers** for major brands of Air-conditioners for Air Conditioner Maintenance in Custom House, 60 Rajaji Salai, Chennai – 1 for a period of 1 year from - **01/06/2010 to 31/05/2011**. The details of various Air Conditioners are given in Annexure 'A'.

### CONDITIONS:-

1. This is a comprehensive maintenance contract including all spares, and major repairs such as Gas charging and Compressor replacement and preventive maintenance and whatever transport involved for the same.
2. The firm should possess their own office, fully equipped Service station with telephone and fax facility. Marketing Agencies are not considered for tender.
3. The copy of relevant documents should be produced along with the tender application. Also the successful contractor should produce necessary documents such as solvency certificate (by Bank), Sales Tax, VAT Registration Certificate, PAN certificate.
4. The contractor shall ensure that the persons deputed by him are in specified uniform, punctual and remain alert and vigilant in performance of their duty. For the purpose of proper identification of these deployed employees, the contractor shall issue photo identity Cards/identification document of these personnel, etc. and they shall be duty bound to display the identity cards at the time of duty.
5. The Commissioner of Customs- (Imports-Sea Port) or any other person authorized by the Commissioner of Customs- (Imports-Sea Port) shall be at liberty to carry out surprise check on the persons so deployed by the contractor in order to ensure that they are doing their duties.
6. The service provider should immediately give the registered service call number to this office. In case of any breakdown of A/C unit the call should be attended **within 2 hours** from the time of receiving the complaint. The reported call time will be registered by this department in the down time register and the same should be registered by the service provider (Contractor), if the service call is booked through telephone.
7. If the fault/defect is not rectified **within 4 hrs**, from the time of complaint, the contractor should provide standby machine till the time of rectification, else penalty @ Rs. 100/- per machine per day will be charged or deducted from the AMC amount. If the penalty exceeds the AMC amount, the exceeded amount will be recovered from the **Bank Guarantee**.
8. The contractor should mention the total contractual amount for all the items inclusive of all Service charges taxes and levies if any. If any change made by the Govt. in the tax and levies after assigning the contract the same should be borne by the contractor. No charges will be paid in case of any transportation of the equipment for service. No alteration or modification should be allowed in the structure.
9. The party should possess all the spares and stand by machine ready in their service station. If any of the spare is not supported by the manufacturer/Distributors, as the same have been outdated and in case of any failure of such parts, the same should be brought to the notice of Customs well in advance and also the contractor should inform the

Customs in advance of any materials to be stocked for use in emergency repair work.

10. The contract is not transferable. The agreed contract charges shall be payable pro-rata on a quarterly basis.
11. It shall be open to either party to terminate the contract by giving one-month notice in advance. However, in the event of any illegal activity or fraud committed by the contractor, the Commissioner of Customs shall have the right to terminate the contract immediately without any notice or hearing.
12. Regular preventive maintenance should be done on every quarterly as per the preventive maintenance task. This would clearing of blower and condenser fans, air filter, evaporator, condenser coils and other equipments, as well as water wash and oil service. Latest tool kits shall be used for testing / servicing. The Contractor and Customs official shall mutually sign in the preventive maintenance report. **The agreed contract charges will be paid on completion of every quarter.** The bill for the every quarter should be enclosed with the preventive maintenance report, which is duly signed by both the parties. Payment will be made approximately 30 days from the time of receiving the Invoice/Bill. **No advance payment will be made for the AMC.** TDS will be deducted as per Government norms.
13. If any defective units are taken for service to the contractor service station for service and the same is not returned within 10 days, payment will not be made to the contractor though they have completed the preventive maintenance. Also the contractor shall be responsible for accountability for such units.
14. The contractor should indicate the nature of support they propose to give, details of expertise and background, customers to whom similar services are provided, the infrastructure they have, while submitting the tender.
15. In case of shifting the air conditioners to the contractors' site for further maintenance and repairs, the contractor shall hold responsibility for re-installing the same unit.
16. The quotation should be enclosed with each and every page of these terms and conditions signed and stamped by the Authorised signatory of the applying company. If this is not done, the quotation will be rejected.
17. The successful bidder should produce **Bank Guarantee** for an amount of **10% of the contract value for a period of minimum 12 months** from the date of contract within 30 days of issue of work order. The Guarantee should be from **State Bank of India (SBI) or Indian Bank** favouring 'The Commissioner of Customs, Chennai-1.
18. This department reserves the right to modify or include any of the terms of this AMC at the time of execution of the contract and contract agreement. The Commissioner of customs reserves the right to include or exclude as many air conditioners from/to the said contract as he thinks fit any time based on the efficiency of the contractor in maintaining the Air conditioners.
19. The quotation should be submitted in a sealed cover with all technical details and dropped in the drop box kept at the ground floor, Reception Hall in Main Building, Custom House, 60 Rajaji Salai, Chennai – 1.
20. The last date for submitting quote is **25.05.2010 (TUESDAY) before 5.00 P.M.**

PREVENTIVE MAINTENANCE TASK

- All the units should be serviced four times in the contract period. Water wash or caustic soda wash should be made to all the units twice in the service period or when ever necessary. The compressor should be checked for its proper functioning and if any defect is found, the same should be rectified.
  
- Safety controls such as pressure cut outs should be tested for proper functioning and in case of any malfunctioning they will be either repaired or replaced.
  
- Air filters of the unit should be inspected and cleaned or replaced on monthly basis.
  
- The blower motor should be checked and any defects noticed should be attended.
  
- The drive set of the blower section should be inspected, belt tension should be adjusted or the belts should be changed if necessary.
  
- Any defects of electrical items, control wiring and relay etc in the Packaged Air conditioners should be attended with in the scope of the contract.
  
- The compressor gas level should be checked periodically and it should be filled as and when necessary.
  
- Thermostats, mixing valves, humidifying pumps, water lines, pipelines and other accessories should be checked periodically.
  
- (a) The fan motors, fan blades, insulation air filter and knobs should be serviced or replaced as and when required. All the A/C units and its outer grill, pipelines should be painted once in the contract period.

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QUALIFYING BID DOCUMENT

1. Name of the Company:
2. Whether the Company is registered under Company Act, 1956 :  
If, yes, Registration No.
3. Name of the Proprietor in case of proprietary company / firm
  - a) PAN No. :
  - b) VAT Registration :
  - c) Service Tax Return :
  - d) Sales Tax Return :  
(relevant copies may be enclosed)
4. Address (with Telephone No. & e-mail  
(address proof copy may be enclosed)
5. Contact person & Phone No. :
6. (a) The number of years of experience  
in doing repairs/maintenance work of  
Air Conditioners to a Govt. Department.  
(b) List of Clients including Govt. offices (give  
details alongwith proof)
7. Address of Workplace with area of premises.  
(Address Proof copy may be enclosed)
8. Whether the Company has any legal suit / criminal case  
pending against its proprietor or any of its Distributors  
(in the case of Pvt. Ltd. Co.) or having been earlier  
convicted on the ground of moral turpitude or for  
violation of any laws? Give details.
9. Whether Authorised service Engineers for Air Conditioners  
If so, for what brands  
(enclose relevant copies)

Declaration

I hereby certify that the information furnished above is full and correct to the best of our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be black listed and will not have any dealing with the department in future.

FINANCIAL BID

For Annual Maintenance Contract for Air Conditioners including all spares, gas filling, compressor repairing/~~replacement~~.

Name of Company :

Address and Tel. No.

Charges per Air Conditioner

The Rates quoted should be written in figures and words as well.

MAIN BUILDING						
1.	Ground Floor	Rec. Hall	Blue Star	Split	1.5 TR	3
2.	-do-	CHS Room	L.G.	-do-	2 TR	1
3.	-do-	Enquiry	-do-	-do-	-do-	1
4.	-do-	EDI	-do-	-do-	-do-	3
5.	1 <sup>st</sup>	Import Room	-do-	-do-	-do-	1
6.	2 <sup>nd</sup>	205/206	Video con	-do-	-do-	2
7.	3 <sup>rd</sup>	308	-do-	-do-	-do-	2
8.		309	L.G.	-do-	-do-	1
9.	4 <sup>th</sup>	415	-do-	-do-	-do-	2
10.	4 <sup>th</sup>	TT Hall	-do-	-do-	-do-	5
11.	5 <sup>th</sup>	516	-do-	-do-	-do-	1
12.	5 <sup>th</sup>	514	-do-	-do-	-do-	1
13.	5 <sup>th</sup>	515	-do-	-do-	-do-	2
14.	5 <sup>th</sup>	512	-do-	-do-	-do-	2
15.	Port Office	Port G. No.2	-do-	-do-	-do-	1
16.		Gate No.8	-do-	-do-	-do-	1
					Total	29
1.5/2.0 TR WT A/C units MAIN BUILDING						
1.	1 <sup>st</sup>	116	Usha	WT	2 TR	1
2.	2 <sup>nd</sup>	213	-do-	-do-	1.5 TR	1
3.		214	----	-do-	-do-	1
4.		215	----	-do-	2 TR	1
5.	3 <sup>rd</sup>	306	Carrier	-do-	-do-	1
6.	-do-	411	----	-do-	-do-	1
7.		415	Blue Star		1.5 TR	2
8.	5 <sup>th</sup>	504	Electrolux		2 TR	1
9.		505	Carrier	-do-	-do-	1
10.		509	Video con	-do-	1.5 TR	2
11.	6 <sup>th</sup>	Comm	Carrier	-do-	2 TR	1
12.					Total	13
					Total	6

ANNEXE BUILDING						
1.	2 <sup>nd</sup>	4	Carrier	WT	1.5 TR	1
2.		5	Carrier/ulmark	-do-	2 TR	2
3.		11	Voltas	-do-	-do-	1
4.		11	-do-	-do-	1.5 TR	4
5.		13	Amtrix	-do-	-do-	3
6.	3 <sup>rd</sup>	10	Carrier	-do-	2 TR	2
7.	4 <sup>th</sup>	16	Blue Star	-do-	2 TR	1
8.	5 <sup>th</sup>	2	----		1.5/2 TR	3
9.		4			1.5 TR	2
					Total	19
					Total	13
NARMADA BLOCK						
1.	2 <sup>nd</sup>	Chairman room	----	WT	2 TR	1
2.		Visitor Room			2 TR	1
					Total	2
KRISHNA BLOCK						
1.	4 <sup>th</sup>	405	Blue Star	WT	2 TR	1
2.	2 <sup>nd</sup>	K-202	-do-	-do-	2 TR	1
3.						2
					Total	6

1.5/2.0 TR split type A/C units -

## ANNEXE BUILDING

Sl. No.	Floor	Room No.	A/c make	Type	Capacity	No. of unit	4/5 JVA stabilizer	Installation year	Remark
1.	Ground	Docks office	L.G.	Split	2 TR	8	8	Jan-06	
2.	1 <sup>st</sup>	EP Copy	-do-	-do-	-do-	1	1	Dec-06	
3.	2 <sup>nd</sup>	Lab/9/11	-do-	-do-	-do-	3	3	Mar-07	
4.	2 <sup>nd</sup>	5	-do-	-do-	-do-	1	1	Mar-06	
5.	3 <sup>rd</sup>	1 (UCC)	-do-	-do-	-do-	2	2	-do-	
6.	4 <sup>th</sup>	22	-do-	-do-	-do-	1	1	-do-	
7.	3 <sup>rd</sup>	GYM	-do-	-do-	-do-	2			
8.	5 <sup>th</sup>	Club Hall	-do-	-do-	-do-	11	11	Jan-06	
9.		3	Video con			1			
10.		4	carrier	Split	1.5 TR	1			
					<b>Total</b>	<b>31</b>	<b>27</b>		

## NARMADA BLOCK

1.	2 <sup>nd</sup>	Add. Comm'r	Carrier		2 TR	1	1		
2.	2 <sup>nd</sup>	Rest Room			-do-	2	2		
3.	2 <sup>nd</sup>	Court Room			-do-	2	2		
4.	2 <sup>nd</sup>	Sr. Investigation Officer room	Voltas		-do-	1	1		
5.	2 <sup>nd</sup>	Chairman Office	L.G./Volta		-do-	3	3		
6.	2 <sup>nd</sup>	Comm. Room	Carrier		1.5 TR	2	2		
7.	2 <sup>nd</sup>	Member-1			1.5 TR	2	2		
8.	2 <sup>nd</sup>	Member-2			1.5 TR	2	2		
9.	2 <sup>nd</sup>	Vice Chairman	Carrier		2 TR	2	2		
10.	2 <sup>nd</sup>	PA room	-do-		-do-	2	2		
11.	3 <sup>rd</sup>	8	-do-	Split	1.5 TR	4		Jun-05	
12.	3 <sup>rd</sup>	Sports officer room	L.G.	-do-	2 TR	1	1	Dec-08	
					<b>Total</b>	<b>24</b>	<b>20</b>		

## KRISHNA BLOCK

1.	1 <sup>st</sup>	103	Voltas	Split	2 TR	1	1		
2.	2 <sup>nd</sup>	206	L.G.	-do-	-do-	1	1	Mar-06	
3.	2 <sup>nd</sup>	210	Voltas	-do-	-do-	8	8		
4.	4 <sup>th</sup>	407	L.G.	-do-	-do-	1	1	Mar-06	
5.	4 <sup>th</sup>	409	Carrier	-do-	-do-	2	2	Jun-05	
6.	4 <sup>th</sup>	408	Video con	-do-	-do-	1		Jun-06	
7.		410	Carrier	-do-	-do-	2	2	Jun-05	
8.		413	Assemble	-do-	-do-	1		Jun-05	
9.	5 <sup>th</sup>	Con. Hall	L.G.	-do-	1.5 TR	1	1		
10.	6 <sup>th</sup>	601	Carrier	-do-	2 TR	2	1	Jun-05	
11.		614	Blue Star	-do-	-do-	6	6	Jul-09	
					<b>Total</b>	<b>26</b>	<b>23</b>		