



# Government of Punjab

## Department of Elections

(SCO No.29-32, Sector: 17-E, Chandigarh)

☎ 0172-2704779, 2704701

Email-id: dyceo@punjab.gov.in

### E-TENDER DOCUMENT

No. Elec-2023/ACT-4295, 2-8-23 <sup>Dated -</sup>

### Annual Maintenance Contract of VRV Air Conditioning System

#### Cost of Tender Document

Rs. 2000/- shall be paid through  
online mode only (Non Refundable)

**OFFICE OF THE CHIEF ELECTORAL OFFICER, PUNJAB,**

**SCO NO.29-32, SECTOR 17-E, CHANDIGARH.**


**E-TENDER NOTICE**

**Annual Maintenance Contract(AMC) of VRV Air Conditioning System**

Online e-Tenders are invited from the Manufactures/Authorized Proprietors/ AMC Firms for the AMC of VRV Air Conditioning System installed at Office of Chief Electoral Officer, Punjab, SCO 29-32, Sector 17 E, Chandigarh

The **TENDER DOCUMENT** comprises of detailed terms and conditions of the Tender can be downloaded from the official web site of this department at <https://ceopunjab.gov.in> and <https://eproc.punjab.gov.in>.

E-Tenders will be submitted on online portal i.e. <https://eproc.punjab.gov.in> and <https://ceopunjab.gov.in> by **02 August , 2023 (Wednesday)** up to 12.00 Noon. Bids should be submitted by **23, August, 2023 by (Wednesday) till 12.00 (Noon)** and will be opened **on 23, August, 2023 by (Wednesday)** at **(3.00PM)** in the presence of Bidders, who wish to be present. The CEO reserves the right to reject all or any of the Tender(s) received, and to annul the Tendering process without assigning any reason. The CEO also reserves the right of negotiations with L-1, if considered necessary.

  
**Addl. Chief Electoral Officer,**  
**Punjab**

## E-Tender Document Control Sheet

Sr. No.	Particulars	Description and Schedule
1.	Tender No.:	Elec-2023/ACT- 4295 Dated - 02/08/23
2.	Bid inviting authority and Office address	Addl. Chief Electoral Officer, Punjab SCO No.: 29-32, Sector: 17-E, Chandigarh
3.	Date & Time for start of download of e-tender	02 August , 2023 (Wednesday) 12.00 hrs
4.	Last date & time of online submission of bid on e-proc portal	23, August, 2023 by (Wednesday) 12.00 Noon
5.	Date & time of Opening of technical bids online	23, August, 2023 by (Wednesday) 3.00 PM
6.	Date & time of Opening of Financial bids online	To be intimated later
7.	Address for communication	Chief Electoral Officer, Punjab SCO No.: 29-32, Sector: 17-E, Chandigarh-160017
8.	Cost of tender document & mode of payment	Rs. 2,000/- (Rs. Two Thousand only) through online mode.
9.	Earnest Money Deposit (EMD) & mode of payment	Rs. 50,000/-(Rs. Fifty Thousand) through online mode.
10.	Stipulated period of work	1 Year Only
11.	Contact details  <i>(Time of contact: 0930 hrs to 0430 hrs during working days only)</i>	1. Sh. Bharat Bhushan Bansal, Electoral Officer, Punjab 0172-2704701; +919417026842 2. Sh. Balwinder Singh, Superintendent Mobile No.: +91 9780615038 Email id: <a href="mailto:dyceo@punjab.gov.in">dyceo@punjab.gov.in</a>
12.	Website for RFP reference	<a href="https://ceopunjb.gov.in">https://ceopunjb.gov.in</a> and <a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a>



**OFFICE OF THE CHIEF ELECTORAL OFFICER, PUNJAB, CHANDIGARH**  
**E-TENDER DOCUMENT**

**No.: ELEC-2023/ACT-**

**1. TERMS AND CONDITIONS FOR THE ANNUAL MAINTENANCE CONTRACT OF VRV  
AIR CONDITIONING SYSTEM**

Online e-Tenders are invited from the Manufactures/Authorized Dealers/AMC Firms/Proprietors/ Partnership firms for the printing/supply of for the AMC of VRV Air Conditioning System installed at Office of Chief Electoral Officer, Punjab, SCO 29-32, Sector 17 E, Chandigarh

The Department invites rates for AMC of VRV Air Conditioning System installed at Office of Chief Electoral Officer, Punjab, The detail of specifications of the items are annexed as **Annexure- "A"**.

The Bidder will quote rates in INR (Words & Figures) in the prescribed form uploaded on online portal, <https://eproc.punjab.gov.in>, only. The details terms & conditions for filing the Bid are as under: -

**1.1** The Bidder should have an Average Annual Turnover of Rs. 50 Lakhs in the last two financial years. In this regard, a Chartered Accountant certificate should be attached with the e-tender clearly stating the year-wise turnover.

**1.2** Tender Document can be downloaded from the official website of this Department at [www.ceopunjab.gov.in](http://www.ceopunjab.gov.in) and from e procurement portal <https://eproc.punjab.gov.in> and tender document cost should be deposited through online mode only.

**1.3** The Tender is non-transferable and it will be valid only for 1(One) year.

**1.4** No advance payment will be made to Bidder/Supplier.

**1.5** No conditional Tender will be considered.

**1.6** The Tender will be automatically rejected if submitted incomplete or informally.

**1.7 Bids Evaluation Criteria: -**

- a) **First Step**-The technical bid submitted by the all the bidder will be opened as per schedule mentioned in the tender Document Control Sheet.
- b) **Second Step**- The Financial bid submitted online will be opened of only those bidders who have finally qualified in above First step of evaluation and financial evaluation of the

only their bid will be made. The Financial Bid of only those Tenderer(s) will be opened who qualify technically and comply with the main Terms and Conditions.

**1.8** The tender will be awarded to L-1 tender and L-1 will be considered the rate quoted by the tenderer before GST (means basic rate).

**1.9** Bidder must have experience of AMC service and repair of Air Conditioning System to any Government / Semi-Government departments in support of this document proof of single supply order minimum Rs. 15.00 lakh during last three years must be submitted along with technical bid.

**1.10** . The Tender of the Bidder who have been black listed due to any reason by Central Government or any State Government will not be entertained. An affidavit on the non-judicial paper of required value of Rs. 25/- in **Annexure-C** of this tender will be given by the Bidder that he/she or his/her company/firm has not been blacklisted/debarred and none FIR/Police registered by Union Government or State Governments/Semi Governments and any of the Board or Corporation of State of Punjab. Also Individual/Firm/Companies blacklisted or any FIR/Police case registered by the Union or State Governments or any partners or shareholders thereof are not directly or indirectly connected with or have any subsisting interest in the business of our firm/company. The Tender of such Bidder will be rejected as and when it comes into the notice of the Department. And, in case of time loss to the Department owing to representation of wrong information by such a Bidder, the loss occurred shall be recoverable from any pending/releasable payment, earnest money and security deposits etc. of such Tenderer(s) as deemed fit by the Competent Authority.

**1.11** No Tender will be accepted without **EARNEST MONEY**. The earnest money of Rs.0.50 Lakh. (Rupees Fifty Thousand Only) for each Section of Tender will have to be submitted by the Bidder through online mode only.

**1.12** The selected Tenderer will have to deposit 10% of the total amount as SECURITY DEPOSIT in the shape of Fixed Deposit Receipt (FDR) with validity for 1 Year in favor of Chief Electoral Officer, Punjab, Chandigarh within 7 working days of date of issue of Letter of Indent (LOI). The validity date of security deposit can also be extended if required by this Department.

**1.13** No additional interest will be payable on the earnest money and security deposit of the Firm. All efforts shall be made to make the payments at the earliest possible to the successful supplier(s), however, in case of any delay in payment(s), no any interest, whatsoever, shall be payable to the Tenderer(s) under this contract.

**1.14** The Tenderer must provide photo copy of company/firm's PAN/GST and Bank Account Number including IFSC code along with its branch address in the Tender Document itself.



**1.15** The scanned documents submitted by bidders with Technical Bid on the online portal will be treated as ORIGINAL. In case, bidder uploaded / submitted of any false and untrue information online will be probed and will be blacklisted/debarred for participation in future, for the period as decided by Chief Electoral Officer.

**1.16** The rates are to be quoted in INR in figures as well as in words in financial bid forms.

#### **Annexure D**

**1.17** The rates quoted shall be valid for 12 months. The AMC shall commence from the date as mentioned in Work Order which shall be valid for a period of (12) months only

**1.18** The Tenders will be addressed to the Additional Chief Electoral Officer, Punjab, Chandigarh. Last date for bid submission will be as mentioned in Tender Document Control Sheet, which will be opened as per scheduled date & time in the office of the Chief Electoral Officer, Punjab, SCO No. 29-32, Sector:17-E, Chandigarh, in the presence of Tenderer (s) or their authorized representative, who wish to be present.

**1.19** All the payments will be made online; Bidder has to submit the full details of Company's bank account with Bank name, address, IFSC Code, supported by cancelled cheque.

**1.20** The payment of bills will be made after deducting the TDS and other statutory taxes as applicable under the Central and State Government Acts/Rules.

**1.21** The Agreement shall terminate automatically on mutual consent or dishonor of the terms and conditions of the aforementioned AMC.

**1.22** In case of any dispute the Tenderer will be bound by the decision of the Chief Electoral Officer Punjab, Sole Arbitrator, and further dispute if any will be settled in the Civil Court, having jurisdiction at Chandigarh.

**1.23** The Bidder must sign all the pages of bid submitted by him and also numbered each page of the tender submitted by him. If successful tenderer requests for the extension in delivery period on the reasonable ground(s), the Additional Chief Electoral Officer is empowered to grant of extension.

**1.24** Chief Electoral Officer, Punjab reserves the right to reject all or any of the Tender(s) received, and to annul the Tendering process without assigning any reason. CEO also reserves the right of negotiations with L-1, if considered necessary.



**Addl. Chief Electoral Officer,  
Punjab**

## 2. Eligibility Criteria

The Bidders should have the following Eligibility Criteria for participating in the Tender. The Bidders should upload documentary evidence for fulfilling the Eligibility Criteria in the Technical Bid

Sl. No.	Eligibility Criteria	Supporting documents for fulfilling the Eligibility Criteria to be uploaded on <a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a> portal
1	<p>Bidder should be a Company registered in India under the Indian Companies Act 1956.</p> <p>Bidder should have been in the field of Information Technology rendering <b>AMC of VRV/VRF AC Systems only</b> System enabled services for the last 3 Years.</p>	<p>a) Copy of the Certificate of incorporation.</p> <p>b) Copy of the work order dated on or after 01.01.2020 obtained from the customer, or agreement signed on or after 01.01.2020 with the customer for any <b>AMC of VRV/VRF AC Systems</b>.</p>
2	<p>Bidder own average turnover in last 3 year ending 31<sup>st</sup> March of the year amounting to Rs. 50 Lakhs</p>	<p>a) Copies of the Audited balance sheet for the last 3 financial years should be uploaded</p> <p>b) Certificate from the Chartered Accountant should be enclosed for the last three financial years of , 2020-2021, 2021-22, 2022-23</p>
3	<p>Bidder should have executed work orders, for having experience in rendering similar services in any Government organisation / Government undertaking/ PSU for a total value of Minimum 5.0 Lakhs or above during any one of the previous three financial years (2019-20, 2020-2021, 2021-22).</p>	<p>Copy of the Work order or Purchase order / Agreements / Completion Certificates from the customers should be uploaded</p>
4	<p>The Bidder must upload document</p>	<p>Copy of the Work order or Purchase order /</p>



	<p>showing that it has supplied similar items of value of minimum Rs. 50Lakhs, in last 3 years and at least one work order of mini 10 lakhs.</p> <p>The Bidder must have sufficient manpower in the field during Peak hours and Non-peak hours across the State to handle the warranty Onsite.</p>	<p>Agreements / Completion Certificates from the customer's should be uploaded</p>
5	<p>The Bidder should have registered office in Tri-City (Chandigarh, Mohali, Panchkula). If in case, Bidder is not having an office in Punjab, a necessary undertaking to open the office in Punjab within 15 days of signing the agreement should be uploaded</p>	<p>Documents of registered office in Punjab or undertaking should be uploaded.</p> <ul style="list-style-type: none"> <li>• Complete detail of Resources in Chandigarh/ Punjab in terms of Infrastructure and Technical –manpower to be attached.</li> </ul>
6	<p>The Bidder should not have been black-listed by any Government / Quasi government agency or any Multi-Lateral Donor Body (World Bank, ADB, JICA, etc.) during the past 3 years (even if the black- listing was subsequently withdrawn).</p>	<p>Affidavit should be uploaded in the format Annexure C</p>
7	<p>The bidder should have been registered under Goods and Services Tax Act, 2017.</p>	<p>The bidder should enclose the PAN Number and Certificate of Registration under Goods and Services Tax (GST) and also upload GST Annual Return Form (Form-9) for the two financial years. ( 2020-21 &amp; 2021-22) and also upload GSTR- 3bfor the last 6 months.</p>



### **3. SCOPE OF WORK**

**3.1** The following services will be provided under AMC -

- a). Critical faults immediately. (within two hours)
- b). Minor faults within 24 hours by replacement method, with the available spares, if instructed by the Engineer in-Charge.
- c). Major faults within 48 hrs, which are to be got serviced from authorized service centres of manufactures
- d). 1 (one) routine preventive maintenance services in a quarter cleaning of filters, washing and checking of gas etc. Two dry servicing and two wet servicing in a year

**3.2** The following parts shall be replaced free of cost ("FOC") in case of any breakdown during the AMC period:

- Fan / Motor
- P.C.B
- Magnetic Switch.
- Transformer.
- Electronic Expansion Valve (EEV).
- EB coil, temperature sensors etc.
- Refrigerant filling
- Electrical connections

**3.3.** Compressor to be repaired only.

**3.4** The parts not covered under comprehensive AMC and shall be provided on chargeable basis are as follows:

- Front grills  
Assay/Plastic  
covert panel. Air  
Filter.
- Sheet Metal Parts.
- Condenser & Evaporator Coils

**3.5** It shall use the Product(s) as per operating/instruction manual(s) supplied with the Product(s);

**3.6.** It shall be liable for any consequence(s) arising out of any misinterpretation made by it of any matter/fact relating to the Product(s);

**3.7.** The AMC shall commence only after due checking and verification of the equipment by the company's authorized representative certifying that the same is in good working condition.

During such verification if the ODU/IDU is found defective and needs repairing, then the same shall be repaired on the request of the Election Department on chargeable basis and thereafter the contract in respect of the same shall be entered into. In such case/s the cost of repair and spare parts shall be borne by the Election Department separately as the same shall not form part of annual charges payable under this contract.

**3.8** The Company shall make reasonable efforts to give preferential attention to emergency breakdown of the equipment, however, the company shall not be held responsible for any loss/damage arising thereby. The company shall not be held responsible for any delay/default in servicing whatsoever due to any reasons beyond its control



## Annexure-A

### 1. AC Details

Sr. No.	Particular	Qty
1	Cassette AC (Indoor)	27
2	Split AC (Indoor)	21
3	Outdoor unit (84HP)	07

**TECHNICAL BID**

<b>Sr. No</b>	<b>Particulars</b>	<b>Particulars to be filled by the Bidder</b>
1.	Name of the firm and Registration No:	
2.	Correspondence Address	
3.	Whether bidder is manufacturer or Authorized dealer of manufacturer/ partnership/Proprietor firm	
4.	Authorized person for correspondence	
5.	Telephone/Mobile No. with STD code	
6.	Email ID	
7.	Registered office location (Please enclose of municipal certificate/electricity bill/telephone bill/ or any other Government document in the name of company)	
8.	PAN details	
9.	GSTIN details	
10.	Bank Account No. and name of the Bank Branch	
11.	Online Transaction of tender fee and EMD shall be attached in support of Proof.	
12.	Proof of annual turnover duly certified by chartered Accountant firm for, , 2020-21,2021-22. 2022-23	
13.	Attach self-declaration as per Annexure-B on Rs. 25/- Non-Judicial paper by the Bidder that he or his firm is not blacklisted/ debarred, and none FIR/Police registered by Union Government or State Governments/Semi Governments and any of the Board or Corporation of State of Punjab.	
14.	Bidder must have experience to supply of AMC Service to any Government/ Semi-Government Department in support of this document proof of single supply order of AMC Service" minimum Rs. 5.00 lakh during last three years must be submitted along with technical bid.	

**Signature of the Tenderer/bidder  
with Stamp**



**Annexure -C:**

**An affidavit for not being blacklisted [An affidavit on a non-judicial stamp paper of INR 25/- by Company Secretary/ Authorized Signatory of the Firm]**

**AFFIDAVIT**

I/we, \_\_\_\_\_, having its registered office at \_\_\_\_\_, do hereby declare on solemn affirmation that the Firm/Company is not blacklisted/ debarred, and no FIR/Police case registered by Union Government or State Governments/Semi Governments and any of the Board or Corporation of State of Punjab. Also, Individual/Firm/Companies blacklisted or any FIR/Police case registered by the Union or State Governments or any partners or shareholders thereof are not directly or indirectly connected with or have any subsisting interest in the business of our firm/company.

It is understood that if this Declaration is found to be false, Department of Elections shall have the right to reject my/our proposal and is liable to be terminated without prejudice to any other right or remedy (including black listing) available to Department of Election.

For and on behalf of:

Signature:

Name:

Designation:

(Authorized Representative and Signatory)

Date:

Place:

**ANNEXURE "D"****FINANCIAL BID**

The Bidder will quote rates in INR (Words & Figures) in the prescribed form uploaded on online portal  
<https://eproc.punjab.gov.in> only

<b>Sr No</b>	<b>Particulars</b>	<b>Qty</b>	<b>Gross Rate of AMC before GST in INR</b>	<b>Rate of GST() in %</b>	<b>Final Rate in INR with GST and all taxes</b>
1	Annual Maintenance of Contract of Cassette AC(Indoor) (Toshiba make)	27			
2	Annual Maintenance of Contract of Split air conditioners (Toshiba make)	21			
3	Outdoor units (84 HP)	07			

**Signature of the Tenderer/ Bidder along with Stamp**