

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	16-04-2026 14:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	16-04-2026 14:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Health And Family Welfare
विभाग का नाम/Department Name	Department Of Health Research
संगठन का नाम/Organisation Name	Indian Council Of Medical Research (icmr)
कार्यालय का नाम/Office Name	Icmr National Institute For Research In Reproductive Health, Mumbai
वस्तु श्रेणी /Item Category	Annual Maintenance service-AIR CONDITIONER
अनुबंध अवधि /Contract Period	3 Year(s) 1 Day(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	6 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	5
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य / Estimated Bid Value	3732376
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	HDFC Bank
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	38

(a). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Director
Icmr National Institute For Research In Reproductive Health, Mumbai, Department of Health Research, Indian Council of Medical Research (ICMR), Ministry of Health and Family Welfare

(The Director, lcmr-nirrhc)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
6. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within $L-1+15\%$ of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
7. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and

for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

8. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Site Address/ Pre Bid Meeting venue and date:Prebid Meeting Venue: ICMR-NIRRCH, MUMBAI, Date: 12.03.2025

Site Visit at following addresses:

1. ICMR-NIRRCH building
2. ICMR Worli hostel
3. Abhudaya nagar clinic
4. Naigaon clinic.

Kindly contact to Maintenance Division at 022-24192135

Specific Scope:[1772612906.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
07-04-2026 11:00:00	Maintenance Section, 3rd Floor, ICMR-NIRRCH, J.M. STREET, PAREL, MUMBAI Kindly contact Mr. Vishal at 022-24192143 for prior permission. Kindly note: Visits to various locations mentioned in the scope of work will not be arranged or facilitated by the Buyer Organization (NIRRCH). All bidders are required to arrange their own labor, transportation, and any other resources or arrangements necessary to visit the sites. No reimbursement or support will be provided for any costs incurred during such site visits. Failure to comply or attempt to claim assistance may lead to rejection of the bid.

Annual Maintenance Service-AIR CONDITIONER (168)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Amc Category	Air Conditioner-IS 1391
Type Of AIR CONDITIONER	Window AC , High Wall Split AC , Ceiling Mount Split AC (Cassette AC)
Amc Brand	Voltas
Nominal Cooling Capacity in TON	Other/ assorted rating (as specified under specific Scope by Buyer)

विवरण/ Specification	मूल्य/ Values
Vintage	Upto 3 years , 3 to 5 years , 5 to 7 years , 7 to 9 years , 10 years and above
Technology of Air Conditioner	Inverter (Variable Speed type) , Non-Inverter (Fixed Speed type)
Number of Routine/ Preventive Maintenance Service Per Year	Four Services per year including three dry and one wet service and as per scope of work
Condition of Air Conditioners (AT THE TIME OF BIDDING)	Under CAMC and Functional
Type of AMC	Comprehensive
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Chetan Giridhar Nakade	400012,NATIONAL INSTITUTE FOR RESEARCH IN REPRODUCTIVE AND CHILD HEALTH JEHANGIR MERWANJI STREET, PAREL MUMBAI 400012 MAHARASHTRA	168	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

- Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.
- If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
- Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

4. Generic

- The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of

buyer.

2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.

3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

5. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

6. Payment

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

7. Generic

Products supplied shall be nontoxic and harmless to health. In the case of toxic materials, Material Safety Data Sheet may be furnished along with the material.

8. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

9. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

10. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

11. Swachh Bharat Mission(SBM)

Maintenance of Civil Works

The shift operator shall

1. Identify the defects or damages occurring in the structure and rectify and repair the damaged structure.
2. Check the leakage in the treatment tanks& repair if any detected.
3. Repair any developed cracks in the STP.
4. If there any waterlogging around the STP, remove it immediately.
5. Check any Dampness problem due to rain in walls, especially near electrical fittings.
6. Vegetation should be removed to stop its further growth.

Note : Specific work item details shall be prescribed by Authority before seeking proposals on AMC .

12. **Swachh Bharat Mission(SBM)**

Maintenance of Electrical Works

The shift operator shall

- 1.Take help of trained and certified workers to install, maintain, or repair electrical equipment.
- 2.Ensure that live-wire work is conducted by trained workers.
- 3.Keep the minimum approach distances outlined for specific live line voltages.
- 4.Ensure proper use of special safety equipment and procedures when working near, or on, exposed energized parts of an electrical system.
- 5.Stay at least 10 feet (3 meters) away from overhead wires during on-site activities.
- 6.Never operate electrical equipment while you are standing in water.
- 7.If working in damp locations, inspect electric cords and equipment to ensure that they are in good condition.

Note :*Specific work item details shall be prescribed by Authority before seeking proposals on AMC .*

13. **Swachh Bharat Mission(SBM)**

Sewage Pump

The shift operator shall

- 1.Watch for signs of leaks, rust, or general wear and tear.
- 2.Listen odd noises carefully during pump cycles and accordingly take action for repair and maintenance.
- 3.Clean the accessible parts on daily basis.
- 4.Check the lubrication of the pump.
- 5.Check for signs of overheating, corrosion, or other forms of wear and tear.
- 6.Avoid to keep the loose wire during pump operation.
- 7.Replacing worn-out components, like seals, gaskets, or the motor itself.
- 8.Keep the spare parts and essential tools in store ready for any time requirement.

Caution : *The operator should not enter Sewage Pump House checking the level of oxygen in indoor air.*

14. **Swachh Bharat Mission(SBM)**

Mechanical Filter Press

The shift operator shall

- 1.Check fittings and hydraulic lines for leaks. If you discover a leak, tighten the fittings or replace them along with the hose.
- 2.Make sure the hydraulic oil used in your filter press is clean.
- 3.Monitor oil levels and temperature when the filter press is operating.
- 4.Check the nuts and bolts on a regular basis.
- 5.Keep the press safety systems in peak condition.
- 6.Keep a log of press data including cycle time, cake consistency (edge, center), air blowdown time, filtrate clarity, etc.

Caution : *The operator should not enter any confined space without checking the level of oxygen in indoor air.*

15. **Swachh Bharat Mission(SBM)**

Activated Carbon Filter

The shift operator shall

- 1.Avoid leaving the filter without water for proper maintenance of the filter material.
- 2.Check corrosion of vessel and other parts and painting be done as and when required.
- 3.Check the leakage to prevent water loss.
- 4.Check the pressure drop for taking up backwashing.
- 5.Control the inlet valve to prevent the media for coming out of vessel.
- 6.Periodical change of media needs to be done.

Caution : *The operator should not enter any confined space without checking the level of oxygen in indoor air.*

16. **Swachh Bharat Mission(SBM)**

Pressure Sand Filters

The shift operator shall

- 1.Avoid leaving the filter without water for proper maintenance of the filter material.
- 2.Check corrosion of vessel and other parts and painting be done as and when required.
- 3.Check the leakage to prevent water loss.
- 4.Check the pressure drop for taking up backwashing.
- 5.Control the inlet valve to prevent the media for coming out of vessel.
- 6.Periodical change of media needs to be done.

Caution : *The operator should not enter any confined space without checking the level of oxygen in indoor air.*

17. **Swachh Bharat Mission(SBM)**

Primary and Secondary Clarifiers with scraping mechanism

The shift operator shall

- 1.Check for the condensate accumulation in scraper drive and remove it frequently.
- 2.Lubricate primary and secondary reducers and the main gear and bearing on regular basis.
- 3.Check all oil levels weekly and should also drain and replace the main gear oil every 6 months.
- 4.Check to ensure that the torque control is functioning properly.
- 5.Lubricate all types of primary and secondary reducers, bearings and seals on regular basis and replace when necessary.

18. **Swachh Bharat Mission(SBM)**

Chemical Dosing System for Chlorination

The shift operator shall

- 1.Check the organic matter component at low level prior to chlorine addition.
- 2.Check the residual chlorine @ 45 minutes.
- 3.Check whether the solution is correctly sucked into the injection pump;
- 4.Regularly check the diaphragm assembly for wear or breakage;
- 5.Clean the one-way valve and filter regularly.
- 6.At temperature lower than 0°C, stop using the dosing pump and drain the water in the pump;
- 7.Do not use tools to adjust pressure. The pressure only can be adjusted when there is no pressure in the dosing pump.
- 8.Regularly check the liquid level in the chemical storage tank to prevent the metering pump from running without load.
- 9.Check whether the bolts of the pump head of the metering pump are tight and whether the seals are intact at least once every three months.

19. **Swachh Bharat Mission(SBM)**

Diffused Air Aeration System

The shift operator shall

- 1.Check proper operation of the blower.
- 2.Check proper operation of PLC control and alarms.
- 3.Check and clean the air intakes on the blower enclosure.
- 4.Clean the filter on the blower.
- 5.Determine the level of sludge on the bottom of the clarifier and adjust waste cycle.
- 6.Check to ensure the air intakes are clear of debris.
- 7.Check operation of compressor and clean filter.
- 8.Check the integrity of the air line and sensor fittings in enclosure.
- 9.Check to ensure aeration is fine and even across tank.

Caution : *The operator should not enter any confined space without checking the level of oxygen in indoor air.*

20. **Swachh Bharat Mission(SBM)**

Fixed /Floating Surface Aerator

The shift operators shall

- 1.Clear the shaft of the motor from any algae or sludge build up, simply by wiping it down.
- 2.Inspect the system for any damages caused by objects colliding with the aerator such as rocks.
- 3.Check the electrical cable for any cuts or abrasions and test the voltage.
- 4.Check that the aerators operation is normal and the motor is not producing any strange noises.
- 5.Clear the motor housing.
- 6.Clear the nozzle from any build-up.

21. **Swachh Bharat Mission(SBM)**

Scoping for AMC of STP

a.The shift operators shall

- 1.Attend duty in the stipulated time and allotted shift and Operate , Maintain the Plant equipment's (STP) by following the Work Instructions and Safety Guidelines .
- 2.Check the Raw Sewage Pumps, Sludge Recirculation Pumps, Aerators(fixed/surface), Pre Final Treated Water pumps, Final Treated Water Pumps, Air blower and Electrical panel, Pressure sand filter, tank, etc. for healthiness and record in the daily log book. Record the Flow meter readings.
- 3.Periodic cleaning of Bar Screen Chamber from accumulation of solid debris flowing towards Equalization Tank.
- 4.Periodically Collect the Sample of Sewage from the Surface aerator tank and shall be transferred to Imhoff cone for measuring MLSS/MLVSS content and based on the result necessary adjustment shall be carried out for healthy operation of the plant.
- 5.Prepare Sodium Hypochlorite solution as per the instruction and adjust the flow for disinfecting the treated sewage.
- 6.Keep the Plant surroundings neat and clean by way of cleaning the spillages, overflows, clogging etc.
- 7.Check the 'Return Sludge' as applicable.
- 8.Any other activity required on SOS basis.

Caution : (i) *The operator should not enter any confined space without checking the level of oxygen in indoor air.*

(ii) *Compliance to regulatory norms as prescribed by concern SPCB/PCC is one of the basic condition of Contract and non-negotiable.*

b.The Contractor or his technical representative Shall

- 1.Visit the STP "ONCE IN A WEEK" and shall observe and report the healthiness of the plant to the Client/Site Incharge. He shall put his signature in the attendance register maintained at the plant during each visit to the plant and report to the concerned engineer.
 - 2.He/She shall be responsible for the general administration works for the operators deputed for the work.
 - 3.He/She shall be responsible for preparing and submitting the monthly invoices, entry pass of operators, Sunday and holiday entry passes, Attendance upkeep, coordination with HR department and liason during visit of state government officials for verification of documents.
 - 4.He/She shall be responsible for providing necessary guidelines for the operator regarding safety, health and environmental matters and create general awareness about company disciplines.
 - 5.He/She shall be responsible for all official correspondences with Client/Site Incharge.
 - 6.He/She shall be responsible for any failure of the operators in following the company disciplines and standing orders.
 - 7.Any other activity required on SOS basis.
- The contractor shall follow the labour laws in engaging the man power and ensure that the operators are given weekly off also to depute Operator if the Shift Operator / General shift operator is on leave / absent / compensatory off.

22. **Buyer Added Bid Specific Scope Of Work(SOW)**

File Attachment [Click here to view the file.](#)

23. **Buyer Added Bid Specific Scope Of Work(SOW)**

1. No. of Locations for Manpower Deployment - 04

1. ICMR-NIRRH, Mumbai
2. ICMR Worli hostel
3. Abhudaya nagar clinic
4. Naigaon clinic.

2. No. of Manpower Required per Location-2 (One Technician + One Helper)

3. Service Provider Registered Address:

Service provider must have a registered office and service support set up within Mumbai / MMR region.

4. Service Contract Duration - 3 year

5. Years of Past Experience Required

Minimum 6-7 years of experience in Comprehensive AMC of Air Conditioners (Window, Split & Cassette type)

6. Quantities of Total AC and Each Type

Total AC Units: **168**

Detailed break-up of Window, Split, and Cassette AC units is provided in the attached updated Excel sheet.

7. Type of Air Conditioner

- Window AC
- High Wall Split AC
- Ceiling Cassette AC

8. AMC Brand: Voltas Ltd.

9.. Nominal Cooling Capacity (in Tons):

- 1.0 TR
- 1.5 TR
- 2.0 TR

10. Vintage:

Units are of mixed installation years; some are recently installed and some are older units. All units covered under this CAMC are currently functional and out of warranty

11. Technology for Air Conditioner:

- Inverter (Variable Speed)
- Non-Inverter (Fixed Speed)

12. Number of Routine / Preventive Maintenance Services Per Year:

4 services per year (3 Dry + 1 Wet Service), please refer attached Scope of Work.

13. Condition of Air Conditioners at the Time of Bidding:
Under CAMC and Functional

14. Physical Inspection / Site Visit:

Yes, mandatory before bid closure. Inspection certificate to be submitted.

15. Years Of Past Experience Required For Same/Similar Product/Service: (Minimum 6-7 years in similar CAMC)

16. Valid Documents / Certifications Required from Bidders

1. OEM Authorization Certificate (Voltas)
2. Company Registration within Mumbai / MMR
3. Pre-bid Site Visit Inspection Certificate
4. Experience certificate (Minimum 6-7 years in similar CAMC)

24. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

All bidders are required to visit the institute for pre-bid meeting to inspect the equipment system conditions and prepare a detailed inspection report, which must be certified by officials of the institute. This inspection report is a mandatory component and must be uploaded with the bid documents on the Government e- Marketplace (GeM) platform. Bids submitted without the accompanying inspection report will be summarily rejected. Further, it may be noted here that no visiting charges will be paid to bidder in this regard. Bidders should have professional service centre located within the Mumbai and Navi Mumbai Region. Detail address should be given. If any performance issues, service related issues occurred within the contract period, then the bidder company will be terminated with the approval of competent authority. These inspection certificate should be on company letter head and should be certified by official from ICMR-NIRRH, Mumbai. Bidders fails to submit the OEM authorization certificate, experience details and documents and inspection visit certificate will be rejected.

1. Pre-Bid Inspection / Visit:

1.
 - All bidders are required to arrange their pre-bid inspection visits entirely at their own cost, including travel, food, accommodation

- ation, local transport, labor, or any other related expenses.
- No reimbursement or assistance will be provided by NIRRCH during pre-bid inspection.
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2. **2. Deployment of Technicians during Contract Period:**
- Technicians deputed for maintenance and repair services will be stationed at **NIRRCH Main Building**.
 - For on-site repair work at locations away from NIRRCH premises, **travel arrangements will be provided by NIRRCH**.
 - Bidders must ensure timely and qualified deployment of personnel as per contract requirements.
3. **3. Performance and Replacement of Personnel:**
- If any technician, helper, or engineer fails to perform service work **up to the required standards (level ten performance)**, the bidder is **obligated to replace such low-performing personnel immediately** with highly skilled, knowledgeable, and expert workers.
 - NIRRCH reserves the right to assess the performance of personnel and request replacements at any time without prior notice.
 - Failure to replace underperforming staff may be considered a **breach of contract**, leading to penalties or termination.
4. **4. Documentation & Compliance:**
- Bidders must submit all requested documents **authentic, valid, and complete** as mentioned in the ATC on the GeM portal.
 - Any discrepancy, non-submission, or submission of fake/invalid documents will make the bid **liable for rejection** without further correspondence.
 - NIRRCH reserves the right to **verify all documents submitted**, and any misrepresentation may result in disqualification and potential legal action.
5. **5. Scope & Responsibilities:**
- Bidders are fully responsible for arranging tools, equipment, manpower, consumables, and other requirements for routine maintenance including the scope of work attached.
 - The bidder must ensure uninterrupted service and strictly adhere to timelines for maintenance and repairs.
6. **6. General:**
- Any deviation from the terms above, attempts to claim undue benefits, or failure to comply with contract provisions will lead to immediate action including **termination of contract and blacklisting** from future GeM tenders.

25. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

26. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---