



NATIONAL INSURANCE COMPANY LTD.

**Registered & Head Office: 3, Middleton Street,
Kolkata-700 071**

Tender No: NICL/MAINTENANCE/ACs/142/2017-18

**TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR
AIR CONDITIONERS (WINDOW, SPLIT and CASSETE AC)
INSTALLED AT HEAD OFFICE, ITS WINGS, GUEST HOUSE &
TRANSIT FLATS IN KOLKATA**

Tender submitted by

Name:

Address:

Contact No:

Email:

Date:

Place:



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INVITATION FOR TENDER

1. National Insurance Company Ltd. invites sealed tenders from eligible firms located in and around Kolkata with experience in carrying out air conditioner repair and maintenance for Annual Maintenance Contract for Air conditioners installed at National Insurance Company Ltd, Head office 3 Middleton Street, Kolkata 71, its Wings and its Guest house, Transit Flats in Kolkata.

1	Name / Nature of the work	Annual Maintenance Contract of Air Conditioners (Window, Split and Cassette) of various types and Tonnage existing in National Insurance Company, Head Office, 3 Middleton street, Kolkata , 700071, its wings & its Guest House /Transit flat situated at Kolkata on comprehensive Basis
2	Time Period for execution	Initially for one year further extendable for two years based on performance of successful bidder
3	Period of issue of Tender Document	From 08-09-2017 to 20-09-2017 During office hours, available at HO Estb Deptt.
4	Last date & time of submission of tender	21-09-2017, till 12 noon
5	Date & Time of opening of Technical Bid	21-09-2017, 3.00 PM
6	Cost of Tender document	Rs.500/- by DD in favour of National Insurance Company Ltd. Payable at Kolkata
7	EMD	Rs.10,000/- by DD in favour of National Insurance Company Ltd. Payable at Kolkata
8	Submission of Tender	The Bid documents are to be submitted in two separate envelopes, Envelope No-(1)- Technical Bid and Envelope No-(2)- Financial Bid . The Technical Bid and The Financial Bid are to be placed in two separate envelope sealed and superscribed as “Technical Bid” and “Financial Bid” respectively. These two envelopes are then to be placed in Envelope No-3 which is to be sealed and superscribed on the outside with the narration “ Tender for AMC for Air Conditioners, NICL Head Office ”

2. The Tender document can be downloaded from Company’s website www.nationalinsuranceindia.com and the downloaded applications can be used for submission.



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3. The applicants who have downloaded the application from website have to submit, along with the application form, a non-refundable DD for **Rs.500/= (Rupees Five Hundred only)** in favour of National Insurance Company Ltd. payable at Kolkata, towards cost of the tender document.
4. The Company reserves the right to accept or reject, wholly or partly, any or all the applications without assigning any reason whatsoever. Company's decision in this regard will be final and binding on all applicants.

Chief Manager
National Insurance Company Ltd.

Date:



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Part-A

MINIMUM PRE-QUALIFICATION CRITERIA

(Attested Documentary proof for each item is to be furnished with Technical Bid)

THE TENDERER SHOULD FULFIL ALL THE FOLLOWING CONDITIONS TO BE ELIGIBLE FOR PARTICIPATION IN THE TENDER

1. The tenderer should be an Authorized service provider or Original Equipment Manufacturers for at least one of the reputed Brands of air conditioners namely Carrier, Voltas, Blue Star, L.G, Hitachi, Samsung, Daikin etc.. However they should have requisite expertise in servicing and maintenance of other Brands of Air Conditioners also. A copy of Certificate/ Authorization letter issued by the company to the tenderer for being Authorized service provider is to be submitted
2. The tenderer must have its office /branch located either in Kolkata or nearby areas. Address Proof for the office / branch is to be submitted i.e. telephone bill or electric bill in the name of agency pertaining to the address is to be submitted.
3. The tenderer should have been engaged in providing Annual Maintenance Contracts for air conditioners for a minimum period of **3 years** as at 31st March 2017. Certificate in support of experience for having undertaken this kind of business along with a list of organizations where the Contractor is currently providing/has provided AMC of ACs should be submitted in the tender.
4. The tenderer should have necessary infrastructures/service set up in Kolkata to provide AMC Services.
5. The tenderer shall have a valid PAN number. The copy of the PAN number should be enclosed.
6. The tenderer should have valid GST Number. In case the firm is not covered under GST, an undertaking must be provided stating the clause under which GST is not applicable to them.
7. All the forms provided in the tender documents must be completed in full and all pages of tender documents must be signed and sealed before their submission.



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PART B **INSTRUCTIONS TO THE TENDERERS**

1. Sealed Applications are invited on behalf of National Insurance Company, Head Office, hereinafter known as the “Company”, for awarding Annual Maintenance Contract of Air Conditioners existing in its Head Office, 3 Middleton Street, Kolkata 700071, its wings and its Guest House/Transit Flat situated at Kolkata initially for period of One year, extendable for further period of two years.
2. Scope of work: The successful tenderer shall be in a position to provide Annual Maintenance Contract for Air conditioners consisting replacement of all spares, periodical servicing, break down servicing etc.
3. The tender shall be submitted in two separate sealed envelopes i.e Envelope No:1 ‘Technical Bid’ and Envelope No:2 ‘Financial Bid.’ The sealed envelope containing Technical bid should be super scribed as “**Technical Bid**” and the sealed envelope containing financial bid should be super scribed as “**Financial Bid**” respectively. The two sealed envelopes, one containing Technical Bid and second containing financial bid should be placed in a single envelope No.3, duly sealed and superscribed on the outside with the narration “**Tender for AMC For Air Conditioners for NICL Head Office**”. The tender as above should be submitted on or before the prescribed date and time as detailed below. The third sealed envelope may be dropped, on or before 21-09-2017 till 12 noon, in the “Tender Box” kept at **Establishment Department, II Floor Head Office situated at 3, Middleton Street Kolkata**. The responsibility of submitting proposals to the above address on or before the above mentioned due date and time is that of applicant and any proposals received after due date and time as above shall not be accepted. The Company will not be responsible for any delay or late submission of the tender or any loss arising therefrom in any manner whatsoever.
4. The Company is at liberty to make additions/deletions/modifications/amendments in the tender document and the applicants are bound by the same. Reasonable extension of time will, however be given to them to revise their Technical/Financial Bids in case such additions/deletions/modifications/amendments are material in nature.
5. The Technical Bids will be opened in the above said office on 21-09-2017, 3.00 PM. Any one authorized representative of the tenderer will be allowed to be present during the opening of the Technical bids, if it chooses to do so, The date of opening the financial bids will be intimated subsequently only to such applicants who have qualified and shortlisted for their financial bid to be opened based on the above pre-qualification criteria. The applicants are requested to be present during the opening of the proposals in their own interest. In case of any change in the date of submission and opening of the tenders, the same will be intimated.



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6. The two envelopes are classified as:

- (1) Technical Bid and
- (2) Financial Bid.

The sealed envelope No;1 super scribed as “ **Technical Bid** “ submitted should contain all the following details/documents:

i. The tender proposal, completed in all respects, should be signed by the authorized signatory of the applicant on all the pages of the application document at bottom right side corner in token of acceptance of the terms and conditions of the tender and for the purpose of identification. This is to ascertain that the applicant has quoted against all relevant items. No reference to the financial bid should be made in the Technical Bid failing which; the entire proposal will be disqualified and rejected summarily.

ii. All the documents in support of the prequalification criteria are mentioned in the tender Application form. The documents have to be self-attested by the authorized signatory with official seal.

iii. The technical features/brochures and such other details / data required for the Technical evaluation. All technical information considered relevant and useful should be furnished at the first instance itself along with the Technical Bid in envelope No;1. No additional/supplementary information/document shall be entertained by the Company subsequently unless it is found necessary and sought by the Company in writing.

iv. The EMD DD of Rs.10,000/-(Rupees Ten Thousand only) in the name of **National Insurance Company** payable at Kolkata and application cost DD Rs.5,00/- (non-refundable) towards the cost of the tender document (if downloaded) should be kept separately in the envelope No.1 containing the Technical Bid . Tenders received without EMD or payment of tender fees will be rejected without assigning any reasons thereof.

The envelope No.2 superscribed as “Financial Bid” should be sealed in the manner described in sub-paragraph 3 above and submitted on the same date and time specified above,

7. By submitting the application and agreeing to the terms and conditions specified in the tender, the applicant shall be deemed to have full knowledge of the proposed scope of work/project and no extra charges consequent to and arising out of any misunderstanding/misinterpretation or otherwise shall be allowed by the Company. Submission of an application by an applicant implies that he has read this notice and all other documents relating to this tender and has made himself fully aware of the scope and specifications of the work/project to be undertaken and also the terms and conditions and other factors having a bearing on the execution of the work/project.
8. The applicants will not be entitled to any claim of compensation, financial or otherwise, for difficulties, if any, faced or losses incurred by them on account of submission of the application or on successful shortlisting/final selection.



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9. Applications which do not satisfy any of the conditions prescribed in the tender or if any condition, including the offer of conditional rebate/discount put forth by the applicant, shall be summarily rejected.
10. The acceptance of an application will rest with the National insurance company Ltd and the company reserves to itself the discretion/authority to reject any or all the applications received without assigning any reason whatsoever. An application, in which any of the prescribed condition is not fulfilled or is incomplete in any respect, is liable to be summarily rejected. The Company reserves the right to accept or reject the applications in full or in part and applicants shall have no claim on the matter.
11. The tender offers shall remain valid for acceptance for a period of 180 days from the date of opening of Financial Bid. The Successful Bidder has to start the AMC Work of air conditioning units on as is where basis from the date intimated in letter of award.
12. **The amount quoted in financial bid should be inclusive of all charges but exclusive of GST.**



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PART C

Terms and conditions on the Annual Maintenance Contract

1. The details, location and their address where the Air Conditioners under proposed AMC are covered is given below:

Sl.No	Head Office & its wings/Guest house	Complete address	Approximate Nos of Air conditioners
1	Head Office	3 Middleton Street, Kolkata	194
2	Transit Flat/Guest House	Alipore Estate, Alipore Road Belvedere Estate, Alipore Road, Kolkata	
3	Wings	Kanak building, Chowringhee	
		Pradeep Building, Middleton Street, Kolkata	
		Everest House, JLN Road, Kolkata	

2. The details of Air Conditioner Brands, Type, Capacity and exact locations in the offices where air conditioners under AMC will be provided along with issuing of letter of award.
3. New air-conditioners installed and which are under warranty period presently will not come under the purview of this Contract immediately on awarding of AMC. The details of such Air conditioners presently existing will be provided during awarding of the works. When the Warranty period of these units expire during the period of AMC then, these units are to be maintained by the Contractor till the expiry period of AMC. Additional AMC Charges will be paid on the pro-rata basis for the period for which these units are to be maintained at the same unit rate as applicable to similar item in the original AMC and on the same terms and conditions of the AMC.
4. If any additional number of air-conditioners are added during period of AMC in the offices covered in Tender, after completing of warranty period of additionally installed air conditioners, the additionally installed air conditioners are to be maintained by the Contractor till the expiry period of AMC of the Contractor according to the same terms and conditions of the Contract.
5. The Annual Maintenance Contract will be of **comprehensive in nature** and for a period of **one year**. Company, at its discretion may extend the term **further for a period of two years at the same rate, terms and conditions**.



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6. This comprehensive Contract includes replacement of faulty spares like Compressors, Starting Capacitors, Running Capacitors, Relays, Thermostats, Fan Capacitors, Fan Motors, Selector switches, Power Contactors, Control Contactors, External Time Switch Units provided for specific time running of A.C's, Rewinding of motors, providing Ball bearing of motors, Fan blades, Electronic Control Circuitry, etc at Contractor's cost including Gas charging and attending all complaints and breakdowns of all types of air-conditioners. The complete list of materials to be replaced covered under this AMC is **provided in Part D of this Tender.**
7. Only original spare parts/quality approved by the Company will be permitted to be used for the maintenance during the AMC Period.
8. Any parts which are not covered in the Tender Schedule of this Contract gets damaged and requires replacement during the Tenure of this Contract, then, Company will purchase (either directly from contractor or outside vendor) and supply the parts to the Contractor. It is the responsibility of the Contractor to accurately specify the damaged spare parts for the procurement by the Company and to rectify the fault in A.C under maintenance.
9. Periodical preventive servicing has to be carried out once in three months for all the Air conditioners covered under AMC. During the quarterly servicing, the contractor should water service the AC unit including water washing of filter, drain tray and pipe cleaning, Evaporator brush cleaning, oiling/greasing of all Fans, checking of current consumption, checking of output performance, testing of Gas pressure if necessary, water washing of Condenser Coil, etc.
10. Complaints regarding the non-functioning of air-conditioners are to be attended within one day from time of reporting the complaint. The AMC Contractor is entitled to take back the old faulty/damaged parts of the Air-conditioner, which are replaced by new parts.
11. Defective spares compressors / condensers are to be replaced with new compressors / condensers and repairing of the old compressors is not permitted. Whenever new compressors / condensers are used, the Contractor has to produce original invoice and Warranty Card of the new Compressor/ condenser at the discretion of the Company. The compressor/ condenser being replaced should match with the original star rating of the air conditioner.
12. All the Air-conditioners covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor has to repair /service/ maintain the air conditioners under the AMC in as is where is condition when handed over to them under.
13. The tenderer should deploy one full time mechanic (skilled) & assistant (Semi-Skilled) at the site during working hours five days a week including holidays at no extra charges. They will report to the Chief Manager, Establishment Department



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for daily attendance and will take necessary instruction. The payment to the mechanic and assistant engaged by the firm shall be made as per the existing minimum wage Act (West Bengal), under Ministry of labour, Govt of West Bengal as applicable on the date of commencement of issue of tender.

14. Following registers are to be maintained by technicians at Head Office without fail:

- i) Complaint Register: All complaints received with respect to air conditioners under AMC are to be recorded with time and date of receipt and as and when complaints are addressed should be maintained.
- ii) Spare Tool and Tackle Register: All the spares and tools and tackles are to recorded in the register. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time.

15. Payment Terms: AMC Charges will be paid at end of every quarter of the AMC period.

16. **Company will finalise the L-1 tenderer on the basis of 'Unit rate' (inclusive of all charges) and 'Amount' as mentioned in the column 'e' and 'g' of the Financial Bid quoted by bidder.**



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PART-D **LIST OF PARTS COVERED UNDER THIS CONTRACT**

Sl.No	Items
1	Compressors
2	Starting Capacitors
3	Running Capacitors
4	Relays, Thermostats
5	Fan Capacitors
6	Fan Motors
7	Selector switches
8	Contactors (Power / Control)
9	Gas charging
10	Rewinding of motors
11	Ball bearings of motors
12	Fan blades
13	Electronic Control Circuitries
14	Micro Swing Motors
15	Built – in Timer kit
16	Air-Filters
17	External Electronic / Analog time switches provided for timed running of A.C's
18	Outdoor unit mounting frames
19	Condenser Coils/Copper Tubes of indoor/outdoor units
20	Parts of indoor / Outdoor unit enclosures
21	Cabling from indoor to outdoor
22	Existing copper piping from indoor to outdoor



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FORM OF APPLICATION

(On Tenderer Letter Head)

Date:

To,
The Chief Manager
National Insurance Company, Head Office Kolkata
Establishment Dept,
3, Middleton Street
Kolkata 700001

Dear Sir,

Tender for Annual Maintenance Contract (AMC) of Air Conditioner

1. I/we have read and understood the instructions and other terms and conditions furnished in the Company's Website in respect of the captioned tender. I/we hereby submit my/our application for the captioned "Request for proposal" of your Company. I/we do hereby declare that all the information furnished in the application and supplementary sheets are correct to the best of my/our knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
3. I/we clearly understand and agree that if any of the information furnished by me/us hereunder is found to be wrong or untrue or false or incorrect or incomplete, my/our application is liable to be rejected. Further, if I am/we are appointed as the 'Executing Agency' for the above Project on the basis of the information furnished in my/our application and the information furnished therein is subsequently found to be wrong, untrue, false or incorrect, my/our contract with the Company is liable to be terminated forthwith at the discretion of Company, at any stage, without notice and without any compensation whatsoever for such termination.
4. I / We understand and agree that the decision of Company in selection of the AMC Provider is final and binding to me / us.

Thanking You,

Yours faithfully,

Signature of the Tenderer.

Name:

Designation

Place:



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TECHNICAL BID

(DETAILS TO BE FILLED BY THE BIDDER)

1. Name of the Company/ Organization:

2. Year of Establishment:

3. Constitution of the Establishment:

(Proprietary/ Partnership/ Public / Private Company):

**4. Place of Head Office / Registered Office:
with address**

Telephone No. :

Fax No :

Email :

Web site (if any):

5. Name of Chief Executive /

Proprietor/ Partner :

Telephone No. :

Fax No. :

Email

Name of contact person :

Telephone No. :

Land Line :

Mobile :

Fax No :

Email :

6. Commercial Information Registration

(Enclose Attested Copy wherever Applicable)

a) GST Registration:

b) PAN :

7. Name & Address of the Banker:



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8. Details of employees working

a) Office Staffs

Name	Qualification	Experience	Nature of Duty

b) Supervisory Staffs

Name	Qualification	Experience	Nature of Duty

c) Technicians

Name	Qualification	Experience	Nature of Duty

d) Semi Skilled Staffs

Name	Qualification	Experience	Nature of Duty



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e) Unskilled Staffs

Name	Qualification	Experience	Nature of Duty

9. Furnish name, designation and address with telephone of 2 responsible persons who will be in a position to testify about the quality and performance of your works as well as the past performance of your works:

- 1.
- 2.

10. Whether you are authorized Dealer for Sales of any of the Air Conditioner Company:
(If yes, please specify the name of Air Conditioning Company)

11. Whether you are authorized Service Agent of the following brands. Carrier, Voltas,
Blue Star, L.G, Lloyd, Toshiba, Daikin. Specify the brand:

12. Details of Major woks done in last three years:



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Details of work done in the descending order of the Value of Work. (Enclose copies of supporting documents)

Sl.No	Name of the customer	Name/description of work	No of Air Conditioners	Value of work	Year of execution of work

13. Details of Major works in hand:

Details of work done in the descending order of the Value of Work. (Enclose copies of supporting documents)

Sl.No	Name of the customer	Name/description of work	Value of work	Date of issue of Work Order

14. Details of Work under Litigation/Arbitration in last three years:

15. Details of major equipment / machineries / Tools available for maintenance work:

Sl.No	Name of the Tool/Equipment	Usage



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DECLARATION BY THE BIDDER

I confirm that

1) No employee or direct relation of any employee of National Insurance Company Ltd is any way related as Partner /Shareholder/Director/Advisor/Consultant/Employee etc. of the Company/Organisation.

2) The information furnished is correct to the best of my knowledge and belief.

.....
(Signature of Proprietor/Partner/Chief Executive)
Name
(In Capital Letter)

Place: (Seal of the signatory)
Date:

INSTRUCTIONS TO TENDERERS:

1. All details in forms to be furnished.
2. Use additional sheets for want of space.
3. Attach copies of latest documents in support of details provided.

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FINANCIAL BID**SCHEDULE OF QUANTITIES**

Sl.No (a)	Details of AC (b)	Make (c)	Quantity (d)	Unit Rate(Rs.) Inclusive of all charges (Exclusive of GST) (e)	GST @....% (f)	Amount excluding GST (Rs.) (d x e) (g)
Window Type AC						
1	2.0 Tr	Carrier/LG/Samsung /Voltas or others	18			
2	1.5 Tr	Carrier/LG/Samsung /Voltas or others	59			
3	1.0 Tr	Carrier/LG/Samsung /Voltas or others	15			
Split Type AC						
4	2.0 Tr	Carrier/LG/Samsung /Voltas or others	36			
5	1.5 Tr	Carrier/LG/Samsung /Voltas or others	55			
6	1.0 Tr	Carrier/LG/Samsung /Voltas or others	09			
Cassette Type AC						
7	2.0	Daikin	2			
Total Sum of Amount Sl. No 1+2+3+4+5+6+7						

Total Amount in Words in Rupees (column 'g'):

.....
.....

Seal & Sign. Of the Agency

Place:

Date: