



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

THANE DIVISIONAL OFFICE, OS DEPARTMENT, THIRD FLOOR, JEEVAN CHINTAMANI BUILDING,
EASTERN EXP. HIGHWAY, THANE [W] 400604, TEL. NOS. :- 2582 9327, 2580 3583

Ref:-TDO/OS/AC AMC

Date:- 07/11/2023

To,
The
All Empanelled firms

Sir / Madam,

**Re:- Tender for the COMPREHENSIVE SERVICE MAINTENANCE CONTRACT FOR AC machines
installed at various branches, satellite offices etc. under Thane Division**

We propose to have COMPREHENSIVE SERVICE MAINTENANCE CONTRACT for one year for the various types of AC MACHINES installed at our various branches, satellite offices situated in Palghar, Raigad & Thane districts. The bid documents have been put on our website viz. licindia.in under head "TENDERS" from where they can be downloaded. The offers are invited in two parts namely Part-1 Technical Bid (TB) & Part-2 Financial Bid (FB) in separate sealed covers. The TB should contain duly signed tender document, technical specification as per the enclosed annexure-A. No indications as to cost aspect or financial stipulations are to be given in Technical Bid. In case any reference to price or any other extraneous consideration is made in the TB, the tender will be rejected. The Financial Bid as per the annexure - B for Group - 1 & Group - 2 should contain nothing but the price aspects of the items offered without any conditions. The envelopes should be super-scribed as "**Technical Bid - Tender for the COMPREHENSIVE SERVICE MAINTENANCE CONTRACT for AC machines & "Financial Bid - Tender for the COMPREHENSIVE SERVICE MAINTENANCE CONTRACT for the AC machines" as the case may be & the sentence " NOT TO BE OPENED BEFORE DUE DATE & TIME OF TENDER OPENING " be written on the envelopes. Further applicant's name & address should be written below. You are requested to put both TB & FB in separate envelopes sealed properly & both these envelopes be put in a third big envelop sealed properly, which should be super-scribed as "PLEASE PLACE IN TENDER BOX---NOT TO BE OPENED BEFORE DUE DATE & TIME OF TENDER OPENING BY THE TENDER OPENING COMMITTEE- TENDER FOR THE COMPREHENSIVE SERVICE MAINTENANCE CONTRACT FOR THE AC MACHINES" "Last date _____" & after noting the date & time of submission from the designated officer of OS department drop the same in the tender box kept in the cabin of Manager [OS] situated at OS dept, 3rd floor, Thane Divl. Office, Jeevan Chintamani bldg., E. Exp. Highway, Near R T O, Thane (w) on or before the stipulated date & time by hand delivery only.**

OTHER TERMS & CONDITIONS

1. Tender fees is exempted if the tender documents is submitted by downloading the same from our site. Other vendors submitting the tenders are required to pay Re. 100/- + GST (non refundable) along with the tender. MSME vendors are exempted from submitting tender fees subject to submission of valid copy of the certificate issued by appropriate authority. The specified tender along with Earnest money deposit should reach this office on or before 16.11.2023 by 3.00 pm. Delay of any kind will not be considered. Our tender opening committee will open the tenders on 16.11.2023 at 03.30 pm in OS dept, 3rd floor, Thane Divl. Office, Jeevan Chintamani bldg., E. Exp. Highway, Near R T O, Thane (w). The authorized representatives of the willing firms may remain present at the specified place at specified time & date with appropriate identity proof. Further the date & time of opening the financial bid will be informed in due course to the technically qualified bidders.
2. An earnest money deposit of Re. 15,000/- be paid by DD in favour of LIC of India, payable at Thane. No interest will be paid on the EMD. Tender without EMD will not be entertained. MSME vendors are exempted from submitting EMD subject to submission of valid copy of the certificate issued by appropriate authority. After submission of tender no request will be considered for withdrawal, substitute or modify the tenders received after the prescribed due date & time of submission of the tender. However before due date fresh tender may be submitted with prior permission of the competent authority & needless to add that the earlier submitted tender will be treated as invalid. In the event of withdrawal of the tender by the vendor during the period of due date of the submission of tender and expiry period of tender will result in to the forfeiture of the vendor's EMD & other sanctions. EMD of the unsuccessful bidders will be refunded by NEFT immediately after the date of finalizing the order. EMD of the vendor getting the orders will be refunded by NEFT on accepting the work order & starting the work thereof.
3. Tender should be valid for a period of three months from the date stipulated for the submission of tender.
4. The quotation must be clear. All the questions must be answered specifically, failing which the tender may be disqualified. All the pages are to be signed by the vendor. Conditional tender is liable to be rejected.
5. If there is a discrepancy between figures & words, the amount in words shall prevail. No change will be allowed in the approved rates during the period of contract.
6. Considering the volume of the work & the locations of the branches / satellite offices we have prepared two groups of the branches including satellite offices so that the work will be distributed between two different firms for the convenience. The copy of group of branches prepared is enclosed.
7. Some of the AC machines from your group may not be in working condition which you have to inspect & submit the quotation for repairs. After repairs bringing it to the operational condition it will be the part of your group for CSMC for the further period at pre approved rates.
8. The CSMC should include maintenance / repairs / replacement of all the necessary accessories & spare parts like compressor, , fan & blower motor, gas charging, operating knobs, filters, thermostat, capillary stainer thermostat, switch fan blade, condensing coil, cooling coil, ventury relays, starting & running capacitor, rewinding of stator coil, bearing piston oil, over hauling & de-scaling of cooling coil, condensing unit & cleaning same with caustic soda, & soap water solution, oiling & cleaning of blower motor. Changing of filter pad for smooth functioning of AC unit.

9. The tender shall be evaluated based upon the lowest total of all rates quoted for the respective group. No firm will get the contract for both the groups even if the firm found lowest for both the group in such case second lowest firm will be awarded the contract at the lowest rate.
10. Within 21 days from the notification of the award security deposit @ 10% of the total cost of order should be submitted towards the defect liability period in the form of Demand Draft in favor of LIFE INSURANCE CORPORATION OF INDIA payable at Thane. The defect liability period will be for one year from the date of completion of each order. The security deposit will not carry any interest.
11. **No advance OR part payment will be made.** The payment on half yearly basis will be made by the respective branch after the two quarterly preventive maintenance services given with proper duration & upon submission of invoice with copies of preventive maintenance service reports. Appropriate TDS shall be deducted as per the law during the currency of the contract.
12. Liquidated Damages:- In case of delayed service whatever reasons / breach of contractual obligations the liquidated damages, without prejudice to the other remedies available, @ 2% of the total cost of the work order per week or part thereof delayed will be recovered from the payment / security deposit.
13. After carrying out repairs, if any, to the AC machines the site has to be cleared immediately.
14. All the security measures are to be taken for the technician who carries the maintenance work of AC machines installed on various floors outside the building.
15. **WORKMENS' COMPENSATION AND INSURANCE** :The Contractor shall be responsible for any damages done due to accident during progress of work in every cases in which by virtue of the provision of section 12,subsection (1) of the workmen compensation Act 1925 LIC of India is obliged to pay compensation to the workmen employed by the Contractor in execution of works, LIC of India will recover from the Contractor the amount of the compensation so paid and without prejudice to the rights of LIC of India, under section 12, subsection (2) of the said Act, LIC of India shall be at liberty to recover such amount of any part thereof by deducting it from the Security Deposit or from any sum due by the LIC of India to the Contractor whether under this notwithstanding the above, the Contractor shall have to arrange for necessary insurance cover that are imperative for the respective jobs and premium thereof will have to be borne by the Contractor.
16. Force Majeure :- If there is delay OR omitting the cleaning services by the firm due to event of force majeure, the firm will not be held responsible for such delay OR omitting the cleaning services.
17. If it is observed any time during the contract that the order has been obtained by the firm by providing false information, then the firm is liable to any or all of the following penalties which are binding upon him.
 - a. Forfeiture of EMD and/ or security deposit
 - b. Imposition of penalty
 - c. Termination of the contract for default
 - d. Debar / Blacklisting of the firm

18. If the vendor refuses to accept or execute the work order after acceptance for whatever reason then in addition to any or all the penalties laid down in point no. 17 the firm is liable to any other penalty which deem fit by the competent authority.
19. You are bound to handover all the AC machines in operative condition to us at the expiry of CSMC contract then only your final bill will be settled.
20. LIC of India reserves the right to terminate the contract within contractual period if the services found unsatisfactory.
21. In case of any disputes that may arise in the execution of the rate contract, the settlement of such disputes will be before the Sole Arbitrator appointed by the LIC of India, Thane Divisional Office OR the court of law in the Thane city.
22. L I C of India is not bound to accept the lowest tender & reserves the right to reject any or all the tenders at any time without assigning any reason whatsoever.


} Sr. Divisional Manager

Encl:- As Above

Confirmation by the Vendor:-


HCT

All the above terms & conditions are accepted.

Seal & Signature of the Company

ANNEXURE - A

TECHNICAL BID FOR COMPREHENSIVE SERVICE MAINTENANCE CONTRACT
FOR VARIOUS TYPES OF AC MACHINES

| SR. NO. | DESCRIPTION | CONFIRMATION BY THE FIRM |
|------------|---|--------------------------|
| 1 | Name of the firm | |
| 2 | Name & contact no., email id of the firm & firm's representative for lodging of complaints. | |
| 3 | The Comprehensive Service Maintenance Contract will be for one year. No escalation in the maintenance rates will be considered for what so ever reasons. If the services found satisfactory the CSMC may be extended for further one OR two years at same rates, terms & conditions | |
| 4 | Four Preventive maintenance services per year [quarterly one] to be given with proper duration for each AC machine. | |
| 5 | 'N' number of breakdown calls are to attended within in 24 hours of lodging the complaint | |
| 6 | Out of four preventive maintenance services one preventive maintenance service must be overhauling [including wet cleaning] of the AC machine at the beginning of summer season. | |
| 7 | Maintenance work has to be managed before start of office / after office hours / during lunch time OR any time suitable for both parties with proper liason with the branch officials to avoid any disputes. | |
| 8 | Low noise vacuum cleaner / air blower to be used for dusting the AC machine | |
| 9 | Any damages done to the AC machines & the corporation's property while servicing should be made good at contractor's cost. | |
| 10 | Is your firm is capable of maintaining all types of the AC machines of different brands of different companies? | |

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| 11 | Which parts are covered under CSMC. [SEPARATE LIST MAY BE ATTACHED] | | |
| 12 | Which parts are not covered under CSMC. [SEPARATE LIST MAY BE ATTACHED] | | |
| 13 | Which parts are not covered under CSMC. [SEPARATE LIST MAY BE ATTACHED] | | |
| 14 | What is the cost of spare parts which are not covered under CMSC & which might have to be replaced during the lifetime of the ac machines. [SEPARATE LIST MAY BE ATTACHED] | | |
| 15 | Frequency of replacement of such parts which are not covered under CMSC. [SEPARATE LIST MAY BE ATTACHED] | | |
| 16 | Damaged Spare parts are to be replaced with genuine original spare parts of respective make of the AC machines. | | |
| 17 | If any AC machine got replaced with new the same will be automatically treated as out of perview of this contract. | | |
| 18 | No advance OR part payment of maintenance charges will be done. | | |
| 19 | Details of existing clients | | |

SIGNATURE & SEAL OF THE AUTHORISED SIGNATORY OF FIRM

ANNEXURE – B

**FINANCIAL BID FOR COMPREHENSIVE SERVICE MAINTENANCE CONTRACT
FOR VARIOUS TYPES OF AC MACHINES**

GROUP -1

| SR. NO. | BRANCH | TON | TYPE OF AC | QTY | RATES PER UNIT PER YEAR+ GST | TOTAL |
|---------|-------------------|-----|------------|-----|------------------------------|-------|
| 1 | 92-C, Kalwa | 1.5 | Window AC | 2 | | |
| 2 | 92-B, Ambernath | 1.5 | Window AC | 2 | | |
| 3 | ALIBAUG S O | 1.5 | Split AC | 5 | | |
| 4 | 9276, Dombivali | 1.5 | Split AC | 1 | | |
| 5 | 92-J, Boisar | 1.5 | Window AC | 2 | | |
| 6 | 92-G, Nallasopara | 1.5 | Split AC | 2 | | |
| 7 | 92-H, Kopri | 1.5 | Window AC | 2 | | |
| 8 | 91-H, Mahad | 1.5 | Window AC | 2 | | |
| 9 | 92-E, Roha | 1.5 | Window AC | 2 | | |
| 10 | 92-K, Khopoli | 1.5 | Window AC | 2 | | |
| 11 | 91-G, Dombivali | 1.5 | Window AC | 2 | | |
| 12 | 92-D, Kalyan | 1.5 | Window AC | 2 | | |
| 13 | 934, Kalyan | 1.5 | Window AC | 2 | | |
| 14 | Virar S O | 1.5 | Split AC | 4 | | |
| 15 | Virar S O | 2.0 | Split AC | 2 | | |
| 16 | Murbad S O | 1.5 | Window AC | 4 | | |
| 17 | Shahpur S O | 1.5 | Window AC | 4 | | |
| 18 | Badlapur S O | 1.5 | Split AC | 4 | | |
| 19 | Ghansoli S O | 1.5 | Split AC | 5 | | |
| 20 | Titwala S O | 1.5 | Split AC | 6 | | |
| 21 | Palghar S O | 1.5 | Split AC | 5 | | |
| 22 | Karjat S O | 1.5 | Split AC | 6 | | |
| 23 | 92-A | 8.5 | Duct AC | 3 | | |
| 24 | 92-A | 5.5 | Duct AC | 1 | | |
| 25 | 92-A | 1.5 | Split AC | 1 | | |
| 26 | 92-A | 1.5 | Window AC | 2 | | |
| 27 | Nerul S O | 1.5 | Split AC | 5 | | |
| 28 | Customer Zone | 1.0 | Window AC | 4 | | |
| 29 | Customer Zone | 1.5 | Window AC | 1 | | |
| 30 | Mira Road S O | 1.5 | Split AC | 5 | | |
| 31 | Ghodbundar SO | 1.5 | Spilt AC | 5 | | |
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SIGNATURE & SEAL OF THE AUTHORISED SIGNATORY OF FIRM

ANNEXURE – B

FINANCIAL BID FOR COMPREHENSIVE SERVICE MAINTENANCE CONTRACT
FOR VARIOUS TYPES OF AC MACHINES

GROUP - 2

| SR. NO. | BRANCH | TON | TYPE OF AC | QTY | RATES PER UNIT PER YEAR+ GST | TOTAL |
|--------------------|---------------|------------|-------------------|------------|---|--------------|
| 1 | 91-J | 1.5 | Window AC | 4 | | |
| 2 | 91-J | 8.5 | Duct AC | 4 | | |
| 3 | 91-J | 1.5 | Split AC | 2 | | |
| 4 | P & GS | 1.5 | Window AC | 7 | | |
| 5 | Thane DO | 1.5 | Split AC | 11 | | |
| 6 | Thane DO | 2.0 | Split AC | 8 | | |
| 7 | Thane DO | 5.5 | Duct AC | 6 | | |
| 8 | Thane DO | 8.5 | Duct AC | 7 | | |
| 9 | Thane DO | 11 | Duct AC | 3 | | |
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SIGNATURE & SEAL OF THE AUTHORISED SIGNATORY OF FIRM