



**LIFE INSURANCE CORPORATION OF INDIA, GOA DIVISIONAL OFFICE
JEEVAN VISHWAS BUILDING, PATTO PLAZA, PANJIM**

Ref GDO/Engg/AC-CAMC/23-24

Date _____

To,
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Dear Sir /Sirs,

Ref: Tender for Comprehensive Annual Maintenance Contract of Air conditioners (Window ACs, Split ACs , Cassette ACs and Ductable ACs) installed at various offices and guest houses under LIC of India, Goa Divisional Office

Item Rate basis Sealed Tenders are being invited (From authorized dealers/distributors of **Carrier/Bluestar/Hitachi/Voltas/Daikin** having authorized servicing centers in the state of Goa) for CAMC of Air conditioners (Window ACs, Split ACs, Cassette ACs and Ductable ACs) installed at different Offices and Guest Houses under LIC of India, Goa Divisional Office. You are requested to collect the blank tender papers from the office of the undersigned as per following programme:

Sl. No	Particulars	Remarks
1	Cost of tender form	Rs 500=00 + GST
2	Issue of Tender Papers	09.10.2023
3	Last date for Issue of Tender	24.10.2023 (1500 hours)
3	Last date of submission of Tenders	25.10.2023 (1200 hours)
4	Date of Opening of tender	25.10.2023 (1500 hours)
5	Earnest Money Deposit (EMD)	Rs.10000.00 (Waived for MSME)**
6	Security money	5 % of order amount
7	Validity of Tender	90 days from the date of opening of tender.

**MSME certification is mandatory to claim the waiver. However, proof of validity of certificate duly attested is to be submitted.

The service providers/ vendors are requested to submit the filled-in tenders in duplicate with the required local address, in the state of Goa. **No tender will be accepted without having a valid, authorized servicing center in the state of Goa.** Authorization letter of Manufacturing Company must be attached. All the ACs are to be handed over by LIC of India to the contractor in as it is condition. It is contractor's responsibility to make it in operational condition for which LIC of India will not give you any extra payment other then CAMC payment. Validity of the contract is 01 (One) year , extendable twice by another 01 (One) (A total of 2 years extension), under the same terms and conditions subject to the satisfaction of the Competent Authority/Authorities. LIC of India reserves the right to accept and cancel the tender without assigning any reason whatsoever.

Yours faithfully

Divisional Manager (I/C)



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

LIFE INSURANCE CORPORATION OF INDIA
Divisional Office, Jeevan Vishwas, Patto, Panaji-Goa

Ref : GDO/Engg/AC-CAMC/23-24

Date : _____

M/s

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Dear Sir/,

Re: Tender for Comprehensive Annual Maintenance Contract of Air conditioners (Window ACs, Split ACs , Cassette ACs and Ductable ACs) installed at various offices and guest houses under LIC of India, Goa Divisional Office

1. We are enclosing herewith the Tender Documents for aforesaid job containing pages i.e. from Page No.1-10. You are requested to quote submit your lowest Offer for the items mentioned in the Schedule of Quantities of the tender document marked **ORIGINAL**.
Tenders not submitted on our schedules are liable to be rejected summarily.
2. Your tender will remain valid for 90 days from the date of opening of tender.
3. The tender shall be governed by the terms and conditions of contract embodied in the tender document.
4. **The Earnest Money Deposit of Rs.10000.00 is payable by DD in favour of LIC of India, along with the Bid (Tender).**
5. Your tender marked **ORIGINAL** duly sealed along-with literature of equipment offered should be submitted to this office on or before 1200 hrs. on **25.10.2023** in the sealed cover super-scribing "Tender for Comprehensive Annual Maintenance Contract of Air conditioners (Window ACs, Split ACs , Cassette ACs and Ductable ACs) installed at various offices and guest houses under LIC of India, Goa Divisional Office"
6. Postal Delays as an excuse for late submission of tender will not be accepted.
7. If you seek any clarification over our technical specification and commercial terms and conditions, you should approach to the office of the undersigned well before opening of tender and it will be redressed by our office immediately.
7. LIC of India reserved the rights to reject/accept one or all the Tenders or issue part/full quantity to one/many agency without assigning any reasons thereof.

Yours faithfully

Divisional Manager (I/C)



LIFE INSURANCE CORPORATION OF INDIA
Divisional Office, Jeevan Vishwas, Patto, Panaji-Goa

Ref : GDO/Estate/CAMC/AC/2023-24

Date : _____

Letter from contractor to the Divisional Manager(I/C)

To,
The Divisional Manager (I/C)
LIC of India, Jeevan Vishwas, Patto Plaza
Panjim

Respected Sir,

Re: Tender for Comprehensive Annual Maintenance Contract of Air conditioners (Window ACs, Split ACs , Cassette ACs and Ductable ACs) installed at various offices and Guest houses under LIC of India, Goa Divisional Office

- 1) Having examined the form of contract, schedule of quantities and having acquired the requisite information relating thereto as affecting the tender invited by you on behalf of the Life Insurance Corporation of India, I/We, the undersigned hereby offer to execute, complete, and maintain the processed works on Item rate basis in strict accordance with the contract condition and specifications for sum of Rs..... (Rupees.....) only or such other sums as may be ascertained in accordance with the said conditions.
- 2) I/We, undertake to complete and deliver the whole of the works within the time stipulated in Appendix to Conditions of Contract under the obligation to pay the sum as stated in the Appendix to the General Conditions for everyday/week that the works shall remain incomplete after the expiry of the aforesaid date as liquidated and ascertained damages as compensations subject to the Conditions of Contract relating to an extension of time.

Yours faithfully,

(Signature of the Contractor with seal)



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LIFE INSURANCE CORPORATION OF INDIA

LIFE INSURANCE CORPORATION OF INDIA
Divisional Office, Jeevan Vishwas, Patto, Panaji-Goa

INSTRUCTION REGARDING SUBMISSION OF TENDER

Name of the work: Comprehensive Annual Maintenance Contract of Air conditioners (Window ACs, Split ACs, Cassette ACs and Ductable ACs) installed at various offices and guest houses under LIC of India, Goa Divisional Office

The suppliers are requested to note that non-compliance of the following instructions liable to render their tender non-bona fide:-

1. Supplier should put their firm's endorsement on each page of the tender document as token of perusal.
2. The supplier shall submit the bid in 1 nos. sealed envelope consisting of tender document with Price Bid and be super-scribed "Tender: Comprehensive Annual Maintenance Contract of Air conditioners (Window ACs, Split ACs, Cassette ACs and Ductable ACs) installed at various offices and guest houses under LIC of India, Goa Divisional Office."
3. Suppliers should fill in all the relevant blanks, wherever available.
4. No alterations/additions are to be made by the suppliers on the tender paper.
5. Tender fee amount shall be accepted only on the form of Demand Draft on any Nationalized Bank in Panaji Goa in favor of "Life Insurance Corporation of India" or the same may be paid in cash at our Divisional office cash counter during cash-hours.
6. Item Rate quoted by the supplier must be both in words and figures and any correction on the same must be initialed by the supplier. The entries in words will be bonafide.
7. The "EMPLOYER" means L.I.C.I. authority having power to do the work under reference and or its authorized representatives i.e. The Divisional Manager (I/C) of or his sub-ordinate officers.
8. Any conditional offer will not be accepted.
9. The suppliers are requested to quote the Item RATE in the schedule of quantity enclosed. The supplier is requested to put their lowest offer in the prescribed place in the tender. The quantity may be varied at any extent at the time of execution.
10. LIC reserves the right to extend the rate contract for a period of maximum 2 years on same terms and conditions at the sole discretion of Divisional in-charge.

Signature of the Contractor

Divisional Manager (I/C)



**LIFE INSURANCE CORPORATION OF INDIA, GOA DIVISIONAL OFFICE
JEEVAN VISHWAS, PATTO PLAZA, PANJIM**

PRICE BID

1	2	3	4	5	
Nature of job	<p>Annual comprehensive maintenance including all jobs for the following type AC machines installed at different Branch offices, DTC, Customer zone, VIP Guest house, DO conference hall, under GOA DO. CAMC includes 04 times servicing job in a year on quarterly basis and overhauling <u>(including wet cleaning)</u> of AC machines once <u>in a year at the beginning of the summer</u> i.e. in the month of Feb./March. The rates quoted should be inclusive of attending any no. of breakdown call due to any reason and all repairs of the AC machines including replacement/repairing of all necessary accessories and spare parts like Compressor- outer and front grill cover, Base tray, Fan and blower motor, Gas charging, Operating knob, Filters, Thermostat, Capillary strainer-thermostat, Switch fan blade, Condensing coil, Cooling coil, Ventury, Relays, Starting and running capacitor, Rewinding of stator coil, Bearing, Piston oil, Over-hauling and de-scaling of cooling coil, Condensing unit and cleaning with caustic soda and soap water solution, Oiling & cleaning of blower motor, Changing of filter pad painting etc. for smooth running of AC marching cooler as & when required during the above period. The locations details of the ACs installed at our various units have been mentioned in</p>				
SL. No.	Description of Item	Total Units	Quote the rate Per Unit Per Annum Rate (Rs)		Total Amount
			Amt. in figures	Amt. in words	
1	Window/ Split AC of 1 ton / 1.5 ton/ 2 ton	122			
2	2 ton Cassette AC	1			
3	3 ton Cassette AC	3			
4	5.5 ton Ductable AC	5			
5	8.5 ton Ductable AC	4			
6	11 ton Ductable AC	3			

Note: Total Units may vary in the course of CAMC Period.

We have read the above terms & conditions and we agree to abide by the above mentioned all the terms & conditions. We have quoted the rate/unit for our Brand only.

SIGNATURE OF THE CONTRACTOR WITH DATE AND SEAL



SPECIAL TERMS & CONDITIONS

1. The price schedule must be filled in completely without any error, cutting or alterations in rates (both in figures & words).
2. **EMD amount of unsuccessful bidders will be refunded without interest within one month of the finalization of bid process. EMD amount of successful bidder will be adjusted towards security deposit. If the successful Bidder refuses to accept the bid for, EMD amount will be forfeited.**
3. The Tenderer whose tender would be approved will have to submit security deposit @ **5%** of accepted tender amount within 15 days from the date of issue of acceptance letter.
4. Any error on the part of the Tenderer while quoting the rates will not be accepted as an excuse for refusal to execute the order for any or all items, if order is placed on the basis of the quoted rates.
5. The Tenderer must sign each page of terms and conditions enclosed herewith as confirmation of acceptance of our terms and conditions.
6. The rates quoted for CAMC should be inclusive of all including Octroi, Labour charges, W.E wherever applicable. No separate payment of whatsoever nature will be made other than the rates quoted. GST will be paid extra as per rule & regulation of GOVT.
7. Rate should be valid for two years from the date of finalization of Rates/issuance of approval letter.
8. If, any Tenderer withdraws or modifies the tender during the period of validity, they will be suspended from for specific period as decided by the Competent Authority.
9. Any item serviced in excess/ less of the units mentioned above will be charged at the same rate per unit as mentioned above and the amount shall be paid accordingly.
10. LIC of India is strictly not responsible for any point of view of the operator. The time which will be treated as the time of lodgment of the complaint will be the 1st Call on mobile or the time of 1st e-mail send to the service centre in this regard. In case of failure in providing service within the above time frame, Corporation has the discretion/reserves the right to impose penalty as mentioned hereunder:
 - 1-7 days excluding date of lodgment of complaint: 100/- per day
 - From 8th day to 30 days: 250/-per day
 - More than 30 days: 350/-per day

The penalty amount will be recovered from CAMC charges or from the Security Deposit lying with the Divisional Office.



GENERAL TERMS AND CONDITIONS

1. The tender form should be completed and sent so as to reach our office on or before the last date. Tenders received after the stipulated time & date will be summarily rejected.
2. The Corporation reserves the right to accept any Tender in full or part. This does not necessarily mean that the lowest tender will be accepted.
3. Any dispute arising out of or relating to this tender shall be deemed to have arisen at the Headquarters of the Corporation's Office placing the order and shall be subject to adjudication by a Court in that City.
4. Any tender not complying partly or wholly with the terms and conditions shall be liable for rejection.
5. The Tenderer shall remove all malba etc. wash and clean the floors at their own cost and hand over the site in proper manner on completion of the work.
6. The Tenderer shall be responsible for application of labour laws, compensation for injury and accident to person, whether employed by them or by their sub-contractor(s). Tenderer has to submit the third party insurance policies of Rs 50000=00 (fifty thousand) and workman compensation for minimum 02 labours or actual as required.
7. The Tenderer shall ensure that no damage is caused to Corporation's property/ or any decorative structure/fittings, while carrying out the work. The Tenderer will have to rectify / make good such damages at its own cost.
8. The Tenderer shall ensure that the workmen employed by them for execution of the work are suitably covered against Workmen's' Compensation Act, ESI and other legislative enactments applicable for such works and the Corporation shall not be liable for payment of any compensation etc in this regard.
9. The work shall be carried out as per Corporation's instructions and the work which creates noise/ disturbances are to be carried out during non -office hours and no extra payment shall be made on this account.
10. Statutory deductions like income tax and other applicable taxes shall be deducted at source from each payment of the Tenderer.
12. The Corporation is not bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever. Conditional tenders are liable to be rejected.



CAMC TERMS & CONDITIONS

- (1) The units shall be serviced once in three months.
- (2) In case of any defect cropped up, it shall be attended within 24 hours getting information over telephone/email as and when is required To rectify the defective machine, if the machine needs to be taken out, stand-by unit needs to be provided within 3 days and after repairing the defective machine it needs to be re-installed within 7 days from date of taking the machine from the office.
- (3) Payment will be made quarterly subject to the satisfactory operation and satisfactory report submitted by user. It is compulsory to submit the report quarterly. Payment will be made subject to the satisfactory operation of all machines.
- (4) In case the AMC agency fail to repair or rectify the problem of machine within the contractual period then LIC of India will get it repair through other agency at the risk & cost of awarded AMC agency. If the repairing cost of the particular machine will be more than the yearly AMC payment or remaining quarterly payment or remaining half yearly payment then it will be recovered from remaining payment.
- (5) All split//Window/Cassette/Duct units are to be left operative every time in summer/winter and all components including compressor to be checked properly. The contract is comprehensive excluding body of the machine.
- (6) If compressors or any equipment are found defective, it shall be replaced with new one within 7 days without any extra charges.
- (7) Entire refrigeration system to be checked if required gas will be charged as and when required
- (8) Safety controls should be tested and replaces in case of malfunctioning.
- (9) All filters to be cleaned and if required to be replaced.
- (10) Cleaning coil to be inspected and cleaned if necessary.
- (11) Blower motor to be checked and defects noticed will be attended.
- (12) At least one overhauling of units to be carried out during the contractual period. All the components which are replaced by you should be of company's make.
- (13) LIC of India reserves the rights to terminate the contract within contractual period if your performance is found unsatisfactory.
- (14) You are bound to handover all the machines in running condition to the user before expiry of the contract then your final quarterly payment of all machines will be released subject to the satisfactory reports of Division office.
- (15) If your maintenance performance is found satisfactory then your contract may be renewed for another one year after negotiation with you subject to the approval of the competent authority. Necessary taxes will be deducted as per rule. Service Taxes are reimbursable to the contractor as payable by LIC of India to Govt of India as per financial act as applicable during the contract period. Security money (without interest) will be refundable subject to the satisfactory completion of the CAMC job & handover of all units in running condition.
- (16) Bill must be sent in triplicate with all signed service reports.

Signature of the contractor
with Seal

Divisional Manager (I/C)



LIFE INSURANCE CORPORATION OF INDIA
Divisional Office, Jeevan Vishwas, Patto, Panaji-Goa

APPENDIX TO THE CONDITIONS OF THE CONTRACT

Name of the work: Tender for Comprehensive Annual Maintenance Contract of Air Conditioners (Window ACs, Split ACs, Cassette ACs and Ductable ACs) installed at various offices and guest houses under LIC of India, Goa Divisional Office

01.	Last Date of Submission of Tender	:	25.10.2023 at 1200 hours
02.	Date of Opening of Tender	:	25.10.2023 at 1500 hours
03.	Earnest Money Deposit	:	Rs.10000.00
04.	Date of Commencement (as per requirement)	:	From the date of issuance of Acceptance Letter\ (as and when it is required)..
05.	Validity of the maintenance contract	:	1 year. Extendable twice by 1 year, at same terms and conditions, subject to decision by the Competent Authority
06.	Percentage of Retention on account of Security Deposit	:	NIL
07.	Liquidated Damages	:	As mentioned in the Special Terms & Conditions
08.	Security Deposit	:	5% of the value of the Order
10.	Validity of Tender	:	90 days from the date of opening of tender.
11.	Price	:	The price quoted shall also be inclusive of following: i) Transportation, loading, unloading at site and lifting of equipment. and all taxes, <u>Exclusive of GST</u> GST Number must be submitted failing which no tender will be accepted
12.	Other Conditions	:	The contractor should attain the defects/breakdown call within 24 hours of the receipt of the complaint. If the defects/breakdown call is not attended in the stipulated time as mentioned, the same can rectified by us at the contractor's risk and cost. No excuses will be entertained in this regard. The contractor should strictly adhere to this condition Any adjustments required shall be carried out to maintain the units in good running condition.

Signature of the Contractor

Divisional Manager (I/C)

Date _____



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UNIT WISE DETAILS FOR CAMC

Sr.No	Qty / Unit]	1.5 ton/ 2 ton Window/ Split ACs of Hitachi/ Carrier/ Bluestar/ Voltas Make	2 ton Cassette AC	3 ton Cassette AC	5.5 ton Ductable AC	8.5 ton Ductable AC	11 ton Ductable AC
	<u>NORTH GOA</u>						
1	Ponda	13					
2	Calangute	2					
3	Mapusa	13					
4	BO I 998 Panaji	6					
5	BO II 93P' Panaji	14					
6	P & GS Panaji	6					
7	Cust.Zone	2					
8	Sanquelim	2					
	<u>DIVISIONAL OFFICE PANAJI</u>						
9	Floor 4	4	1		3	1	1
10	Floor 5	7		3		1	2
11	Floor 6	8			1		
	<u>GUEST HOUSES</u>						
12	VIP Guest House, Caranzalem	5					
13	VVIP Guest House, Campal, Panaji	8					
	<u>SOUTH GOA</u>						
14	Curchorem	7					
15	Cuncolim	2					
16	Margao 999	18					
17	BO II 93M, MARGOA	4					
18	Cancona				1	2	
19	Vasco	1					
	TOTAL	122	1	3	5	4	3

Distribution of ACs, to be serviced through tendering, at various units of LIC of India under Goa Division.



LIFE INSURANCE CORPORATION OF INDIA
Divisional Office, Jeevan Vishwas, Patto, Panaji-Goa

Re: Tender for Comprehensive Annual Maintenance Contract of Air Conditioners (Window ACs, Split ACs , Cassette ACs and Ductable ACs) installed at various offices and guest houses under LIC of India, Goa Divisional Office

S.N.	Description	Page	No.	Total Page
		From	To	
1	Tender Notice –cum- letter to Manufacturers	1	1	1
2.	Letter to contractor from Sr. Divisional Manager	2	2	1
3	Letter from contractor to Sr. Divisional Manager	3	3	1
4	Instructions with regard to submission of tenders	4	4	1
5	Price Bids	5	5	1
6	Special terms & conditions	6	6	1
7	General Terms and Conditions	7	7	1
8	CAMC Terms and Conditions	8	8	1
9	Appendix to “Condition of Contract”	9	9	1
10	List of Offices/ Units	10	10	1
	TOTAL Pages			10

Divisional Manager (I/C)