

ALLIANCE AIR AVIATION LIMITED

IGI Airport, Terminal - II, New Delhi – 110 037

SUBJECT: Tender inviting quotations for Onsite Comprehensive Annual Maintenance Contract for Hitachi Duct able Air conditioning Units installed in Alliance Air Building at Alliance Bhawan, Domestic Terminal-1, IGI Airport, Palam, New Delhi - 110037

Last date & time for submission of Tender: 15:00 hrs. on 10/04/2023

AAAL is pleased to invite Bids for Onsite Comprehensive Annual Maintenance Contract for Hitachi Ductable Air conditioning Units installed in Alliance Air Building at Alliance Bhawan, Domestic Terminal-1, IGI Airport, Palam, New Delhi - 110037

OEM/ Hitachi Company Rep or its authorized channel / service partners are invited to submit their best offer as per the documents and the terms & conditioned given below:

1. Annexure 'A' -General Terms & Conditions governing this tender.
2. Annexure 'B' - Work scope for AMC.
3. Annexure 'C' - Format for Financial Bid.

The bidders are required to submit their bids in **sealed / closed envelopes**, super-scribed with tender reference no - **Tender No: AAAL / ADMIN / DEL / 2023-24 / COMPREHENSIVE AMC for Hitachi Ductable Air conditioning Units dated 28/03/2023** at the following address on or before the closing date and time

**Materials Management Department
Alliance Air Aviation Limited
Alliance Bhawan,
Domestic Terminal-1, IGI Airport,
New Delhi-110037**

Last date & time for submission of Tender : 15:00 hrs. on 10/04/2023

Due date& time for opening of Technical Bids : 15:15 hrs. on 10/04/2023

The Bidder(s)/Service Provider(s)/Tenderer (s) are invited to witness the opening of tender at the time of opening of the Bids and may do so or send his/her/its representative with authorization letter on their company letter head.

For any queries / clarifications and site Visit, Mr. Om Prakash Soni, AGM-Admin, Mob:9079253500 may be contacted on any working day between 10 AM to 16:30 PM **For**

Alliance Air Aviation Limited,

(AGM -Admin)

Annexure-A

Tender No: AAAL / ADMIN / DEL / 2023-24 / COMPREHENSIVE AMC for Ductable Air Conditioning Units dated 28/03/2023.

General Terms and Conditions and Eligibility criteria governing this tender:

1. 'AAAL' as used in the Tender document means 'Alliance Air Aviation Limited'.
2. The "Tenderer" and/or "Party", as used in the Tender document, shall mean the one who has signed the tender form and submitted the quotation in response to our tender notice.
3. It is further clarified that any individual signing the tender or other documents in connection with the tender must certify whether he signs as:
 - ◆ A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
 - ◆ Authorized signatory of the firm.
 - ◆ Tenders should be filled in prescribed forms duly signed and stamped and prices be clearly written/ typed both in words and figures without any overwriting. Corrections & overwriting, if any, should be counter signed by the tender. Hitachi Authorized vendor shall submit the Company Authorization certificate which is current.
4. Tenders are advised to study the tender document carefully. Submission of tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
5. Conditional bids would not be accepted, and are liable to be rejected.
6. Sealed/Closed Tender documents are to be deposited/delivered in the Tender box earmarked for this purpose in the Materials Management Department, Alliance Air Aviation Limited, Alliance Bhawan, IGI Airport, Terminal-1, New-Delhi-110037. Tender documents sent through Post or Courier will be at the risk of the tenderer and AAAL will not be responsible for any loss or non-receipt of the tender documents. Tenders received after due date/time will not be entertained/considered. If tender closing/opening date is declared a Holiday in AAAL, Delhi Office, the last date of submission/opening of the Bids will automatically stand extended to 15:00 Hrs of the next working day.
7. The contract will be on Comprehensive basis inclusive of repairs and replacement of spare parts without extra payment. No demand for revision of rates on any account shall be entertained during the contract period. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part.
8. In case the firm fails to cope with the workload or does not render satisfactory services, the contract awarded to them shall be cancelled forthwith and the security deposit and the payments due to them shall be forfeited. The contract can be terminated summarily by this organization (AAAL- ALLIANCE AIR) at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the execution of this contract. In this connection the decision of ALLIANCE AIR shall be final and binding on the firm.
9. The tender is not transferable.
10. AAAL- ALLIANCE AIR reserves the right to reject any or all the tenders. AAAL- ALLIANCE AIR reserves the right to award the contract on the basis of quotations for each item of work separately or collectively.

11. Validity of Rates:

- a. The rates offered/finalized/agreed to by the tenderer shall be exclusive of all Government Taxes/ Levies and the services thus contracted by the firm shall be executed as per terms and conditions of contract at AAAL's premises at IGI Airport, Terminal-1, New-Delhi - 110037.
- b. Quotations should be valid for a minimum period of 120 days from the date of opening of Bid.
- c. The tenderers should commit to pass on the benefit to Alliance Air of reduction in statutory duties, taxes, etc., by the Government, during the period of validity of the Comprehensive AMC.

12. Payment Terms:

The payments will be made quarterly. The firm shall submit post quarterly bills to the AGM Admin for onward submission to Finance department after certification for payments. The service tax as levied by Govt. instructions over and above the unit rate/total amount as admissible, will be payable to the firm. This is only a tentative schedule of payment and does not confer any legal or other rights on the firm to proceed against AAAL- ALLIANCE AIR in the event of payment gets delayed due to budgetary and other unforeseen circumstances. The payment will be made after proper deduction of TDS as per existing rates and rules.

13. Penalty Clause:

Penalty shall be levied @ 1% of the annual Comprehensive AMC charges of that equipment per day, if the equipment contracted is not set right within 12 to 24 hours from the time of complaint registered through Tele/ Mobile or e-mail to the Vendor who got the AMC Contract..

14. Price Negotiation:

As it is not the general norm for Alliance Air to carry out price negotiations following evaluation of the Financial bids, the tenderers are advised to submit their best quotes in response to this tender. AAAL, however, reserves the right to carry out negotiations in exceptional cases with the tenderer who has been evaluated by AAAL as having offered the lowest bid in response to the tender.

15. Arbitration:

Any dispute arising between the parties in respect of the construction, interpretation, application, meaning, scope, operation or effect of this document or the validity or breach thereof, shall first be settled by mutual consultation. If the dispute remains unresolved after a period of 90 days from the date when the mutual consultation has started, the matter shall be referred for settlement to 'SCOPE FORUM OF CONCILIATION AND ARBITRATION', Govt. of India, and the award made in pursuance thereof shall be binding on the parties.

16. Jurisdiction:

Any dispute whatsoever shall be subject to the jurisdiction of the courts of Delhi only.

Sd/-

AGM Admin

Work Scope for the AMC

Tender No: AAAL / ADMIN / DEL / 2023-24 / COMPREHENSIVE AMC for Duct able Air conditioning Units dated 28/03/2023.

1. Details of the Air conditioning units covered under the subject Tender are as under:

- a. Duct able Air Conditioning unit, 11 TR, Hitachi – Qty.- FOUR units

2. Scope of each Preventive Maintenance Service (PMS) shall include the following:

- 2.1 Cleaning of heat exchangers, filters etc.
- 2.2 Checking of electrical connections.
- 2.3 Checking of motor bushing and oiling if required.
- 2.4 Checking the unit for performance in terms of grille temperature, room temperature, current drawn ,charging of refrigerant gas etc. after the service carried out.
- 2.5 Four periodical maintenance calls to be provided during the contract period of one year.

3. BREAK DOWN MAINTENANCE

Complaints calls as and when made shall be attended within 10 to 12 hours from the time the break down call is logged.

4. Annual Maintenance Charges quoted should include repair / replacement of all electrical parts like compressors, motors, relays, PCBs, Sheet Metal parts and thermostats, Heat exchanger coils and all plastic parts ,Charging of refrigerant gas, etc.
5. The AMC is awarded initially for a period of one year and may be further extended for another two years, renewed on year to year basis, in accordance with the requirements of AAAL – ALLIANCE AIR with the same terms and conditions and same rates, provided AAAL- ALLIANCE AIR is satisfied with the services.

FINANCIAL BID

Annexure –C

ON COMPANY LETTER HEAD

Tender No: AAAL /ADMIN / DEL / 2023-24 / COMPREHENSIVE AMC for Ductable Air Conditioning Units dated 27/03/2023.

s/n	Air conditioning unit Description	Qty.	Comprehensive Maintenance Charges per year per unit as per the work scope of the tender.	Total Amount
1.	Duct able Air Conditioning Unit, 11 TR capacity each	4 units	Rs. _____ per unit	
2.	GST extra @ _____			

Lowest bid will be determined on the basis of total least cost to Alliance Air.

Date: _____ Seal and Signature of the Bidder
