



**SECTION I : SCOPE OF WORK**

# SCOPE OF WORK

## 1.0 The Preamble

HSCC (India) Ltd.E-6A Sector 1 Noida (U.P) is public sector enterprise under the control of Ministry of Health and Family Welfare. HSCC is a consultancy organization and offers services for Architectural Planning and design, Project Management, Procurement of medicines and medical tools. It also offers consultancy for laboratories constructions. It is mainly related to hospitals and related fields.

This tender calls for Annual Maintenance of Window / Split air conditioners at the HSCC office. The complete detail of which is as given below.

## 2.0 SCOPE OF ANNUAL MAINTENANCE CONTRACT SERVICES (AMC SERVICES)

Scope of all inclusive annual maintenance services (AMC services) shall include providing routine maintenance services, pertaining to complaints as and when they occur in Window /Split Air conditioners and annual maintenance services. AMC services shall include providing all man power, labour, tools and tackles and replacement of defective spare parts including consumables. The rates quoted for the AMC services shall also include all taxes and duties as applicable and cost of transportation of freight, insurances etc.

### 2.1 ROUTINE AMC SERVICES (ONCE IN 3 MONTHS)

Routine maintenance services shall include at least the following services:

- a) Cleaning / Replacement of filter
- b) Checking operation of the controls of the air conditioners such as selector switch, thermostat, relays, remote control etc
- c) Checking air flow through the supply air grill, return air grill , condenser
- d) Checking operation of the voltage stabilizer and back up electrical power outlet/ MCB
- e) Checking operation of the drive motors and fans
- f) Checking air temperature at the following location (Dry Bulb & Wet Bulb Temp.):
  - I. Supply air grill
  - II. Return air grill

- III. Inlet air condenser
- IV. Outlet air from the condenser

- g) Checking Firmness of the Supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc
- h) Replacement of any component of air conditioners found defective after the above checks and tests
- i) Charging of Refrigerant Gas during the period of Contract if need arises

## **2.2 ANNUAL MAINTENANCE SERVICES (ONCE A YEAR)**

The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition annual maintenance services shall also include:

- a) Cleaning the condenser and evaporator coils with suitable detergent / chemical solution and flushing with high-pressure jet of water.
- b) Greasing of blower motors and all moving parts.
- c) Painting of all the air conditioners.

## **2.3 ON CALL AMC SERVICES :**

On call AMC services shall include attending to any complaint any time of the year, on receipt of verbal/written complaint from coordinating officer of HSCC

The down time for attending to and rectification of defects/complaint shall not exceed 24 hrs. failing which a penalty of Rs. 500/- per complaint will be deducted from AMC bill.

## **3.0 TERMS AND CONDITIONS**

1. The service provider shall maintain stock of at least following spare parts in the store made available in HSCC office or his nearest service centre.
  - a) One Window type AC unit each of 1.5 TR and 2.0 TR capacities.
  - b) One compressor each of 1.5 TR and 2 TR capacity
  - c) One set of blower motor each of 1.5 TR & 2.0 TR capacities.
  - d) Two sets of air conditioner controls such as thermostats, selector switch, relay, capacitors etc.
  - e) One set of voltage stabilizer each for 1.5 TR & 2.0 TR capacities.

2. The spare parts shall remain under custody of the service provider. The service providers shall ensure that spare parts consumed shall be replaced promptly within 48 hours.
3. The service provider shall ensure that in case of compressor it shall be replaced with a new compressor of same model with at least one year replacement warranty. Repairing of burnout compressor shall not be allowed.
4. The spare parts used for replacement shall be of same make/ quality as installed in new air conditioner with warranty or guarantee of One year period .
5. The service provider shall maintain services log book /file containing maintenance report duly countersigned by HSCC official.
6. The details of window / Split AC installed in HSCC head office is enclosed at Annexure –A. Bidders are advised to visit the installation before quoting the price in the attached BOQ.
7. The quoted price shall be inclusive of all the expenses on account of excise duties, sales tax, octroi, VAT, transportation, handling insurance etc. as applicable.
8. Unsatisfactory performance of service will render this contract to be terminated without notice.
9. At the end of the period, the service provider shall demonstrate satisfactory testing and operation of all the air conditioners.

#### **4.0 TERMS OF PAYMENT:**

1. 25 % of contract value as advance on placement of order.
2. 1<sup>st</sup> and 2<sup>nd</sup> quarter payment remains due to winter season.
3. 35% on completion of 3<sup>rd</sup> quarter of satisfactory AMC services
4. Balance 40 % on completion of 4th quarter of satisfactory AMC service.

#### **5.0 TAKING OVER AIR CONDITIONERS FOR AMC CONTRACT**

- 5.1 The air-conditioners shall be taken over for AMC contract on as and where installed basis.
- 5.2 The contractor shall ensure that all an conditioner are in proper working conditions at the time of taking over.
- 5.3 Any repairs required on air conditioners at the time of taking over for AMC contract shall be payable on chargeable basis after prior approval of HSCC.

**SECTION II : INSTRUCTIONS TO BIDDERS**

**SECTION - II**  
**INSTRUCTIONS TO BIDDERS**  
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## **A. GENERAL INFORMATION**

### **1.1 Description of Works**

*The site for the work is located at HSCC India Ltd. The Scope of work involves routine maintenance service and annual maintenance service of window/Split air conditioners as detailed in Scope of work and Bill of Quantities .*

### **1.2 The Employer**

*The HSCC India Ltd., Plot-E-6 (A) Block E Sector 1 Noida UttarPradesh-201301 shall be the employer / owner for the subject work.*

In these documents wherever the word tender/ tenderer/ tendering has been used the same may be considered synonymous with bid/ bidder/ bidding.

### **2.0 Information to be Submitted :**

2.1 Bids submitted shall include the following minimum information :

- (a) Copies of original documents defining the constitution, legal status, place of registration and principal place of business of the company or firm.
- (b) Copies of work orders for AMC mentioning value , magnitude of work
- (c) Copies of customer satisfaction certificate from clients.
- (d) The documentary proof showing that bidder is an authorised dealer of reputed manufacturer of window /split AC
- (e) List and bio data of Engineers and other important staff members available with Bidder.

### **3.0 Cost of Bidding**

3.1 The bidder shall bear all costs associated with the preparation and submission of his bids and "The Employer" will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **4.0 Site Visit**

4.1 The bidder is advised to acquaint himself with the job involved, visit the Site and examine site conditions, climatic conditions, labour, power, water, material availability, transport and communication facilities, environmental



















**SECTION III : BILL OF QUANTITIES**

### SECTION -3

#### BILL OF QUANTITIES

ITEM NO 1	DESCRIPTION OF ITEM	2	UNIT 3	QTY 4	RATE IN FIGURES (in RS) 5	RATE IN WORDS (in RS) 6	AMOUNT (Rs.) 7
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The tenderer shall quote rates in figures and in words under column 5&6 and extend amount to column 7

#### 1.0 WINDOW AIR CONDITIONERS

AMC charges for maintenance services for Window type AC of following capacities (including voltage stabiliser ) as per the detailed scope of services

1.1	1.0 TR	Nos	11
1.2	1.5 TR	Nos	15
1.3	2.0 TR	Nos	26

#### 2.0 SPLIT TYPE AIR CONDITIONER

AMC charges for maintenance services for Split type AC of following

capacities (including voltage stabiliser ) as per the detailed scope of services

2.1	1.5 TR		7
2.2	2.0 TR	Nos	12

#### 3.0 VERTICAL TYPE SPLIT AIR CONDITIONERS

AMC charges for maintenance services for Vertical Split type AC of following

capacities (including voltage stabiliser ) as per the detailed scope of services

3.1	3.0 TR	Nos	1
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**TOTAL**

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ITEM NO 1	DESCRIPTION OF ITEM	2	UNIT 3	QTY 4	RATE IN FIGURES (in RS) 5	RATE IN WORDS (in RS) 6	AMOUNT (Rs.) 7
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**4.0 OPTIONAL ITEM**

Percentage above or below the above quoted BOQ items rates for providing AMC services for successive 4 year

2nd Year

3rd Year

4th Year

Percentage of BOQ quoted items rates		Amount
Above	Below	