



**Enquiry No: WML/ ENQ - 02/ 2016 - 17**

**Dated: 20.04.2016**

**Subject: Comprehensive Annual Maintenance Contract of Air Conditioner's Unit (total 17 nos.) installed at the office of Webel Mediatronics Limited, located at P1-Taratata Road, Kolkata – 700 088**

Following Items are to be covered under annual maintenance contract. The service provider should take care of preventive and breakdown maintenance and replacement of all parts including 100% part coverage.

Price bid is to be submitted as per below mentioned table (tax part should be showed separately):-

Sr. No.	Item Description	Quantity (nos.)	Comprehensive AMC rate (including 100% spare parts coverage, gas refilling etc.) (Rs.)
1	Samsung Make, Split type - 1 Ton, 2 Star having Energy efficiency : 2.63 – located at Accounts Department	06	
2	Samsung Make, Split type - 1 Ton, 2 Star having Energy efficiency : 2.63 – located at WML Co-Op. Room	01	
3	Samsung Make, Split type – 1.5 Ton, 2 Star having Energy efficiency : 2.69 – located at Assembly Room	04	
4	Samsung Make, Split type - 1 Ton, 2 Star having Energy efficiency : 2.63 – located at the Chamber of DGM (Dev)	01	
5	Samsung Make, Split type - 1 Ton, 2 Star having Energy efficiency : 2.63 – located at the chamber of Manager (Systems)	01	
6	Samsung Make, Split type - 1 Ton, 2 Star having Energy efficiency : 2.63 – located at the chamber of Asst Manager (Production)	01	
7	Samsung Make, Split type - 1 Ton, 2 Star having Energy efficiency : 2.63 – located at the chamber of Unit Head	01	
8	Samsung Make, Split type - 1 Ton, 2 Star having Energy efficiency : 2.63 – located at Room no. 109 (1 <sup>st</sup> Floor)	01	
9	Samsung Make, Split type – 1.5 Ton, 2 Star having Energy efficiency : 2.69 – located at Room no. 109 (1 <sup>st</sup> Floor)	01	

**Scope of work:**

- (1) During AMC period it is mandatory for service provider to visit WML office once in a month for preventive maintenance work (i.e. checking the functionalities of the above items, irrespective of whether any complaint is lodged by us during the current month or not.)
- (2) There will be no limit of breakdown calls, and you have to attend all these calls free of cost, and within stipulated time.

- (3) The contract shall be valid for a period of one year from the date of issue of contract; however, it may get terminated at the midway, if the performance is not found satisfactory. The contractor shall have to ensure that all the Air Conditioner unit(s) are maintained in proper working conditions thru' out the contract period.
- (4) Shifting the location of AC Units (if required) is also to be considered under the same contract, and shall have to be undertaken by the AMC provider.
- (5) The preventive maintenance services as well as breakdown maintenance services shall be made available within normal working hours (9.00 AM - 6.00 PM) from Monday to Saturday (except Holidays).
- (6) Service engineer has to attend the call within 2 - 3 hours' time (as and when complaint is logged by WML officials) for smooth functioning of the system. Any complaint is to be resolved within 2 – 3 working days in all cases.
- (7) AMC service support provider has to deploy adequate manpower and necessary resources to undertake the maintenance work. Any enormous delay or violation of our instructions will be treated as non-compliance of contract terms and in such cases WML can take action at its sole discretion.
- (8) Suitable penalty may be imposed by WML against the service provider for any damage caused to the machine due to failure in maintaining of 'correct mode of operation' by any untrained personnel / equipment engaged for the work.
- (9) Job includes regular cleaning up of Unit and Air filter, cooling coil & condenser coil (if required with water), cleaning of water supply strainer and drain inside the machine and attending any leakage or overflow, lubrication of bearings, if necessary.
- (10) Preventative maintenance includes checking up of operation of Unit, Controller and condenser and taking corrective action (if necessary), combing of fins of condenser & evaporator coil; measurement of current of each individual equipment and taking corrective action; checking & rectification of the overload relay settings; checking of all electrical components for loose connections and tightening (if electrical wiring is found overheated, it is to be replaced by a new one, dressing of electrical wiring is also to be done for new connection / replacement work); checking of refrigeration piping for any gas leakage, rectification and re-filling of gas, as required; checking of refrigeration system & pressure readings and taking corrective action; checking & rectification of pulleys, motor mounts, condenser fan mounts, panel insulation (thermal insulation for damage prevention), temperature readings, compressor etc. as and when require, checking all drain points for any obstruction to proper draining, checking abnormal sound form the compressor unit, blower etc.
- (11) No escalation of price shall be given under any ground what so ever may be the reason. The rate quoted in the tender shall remain firm and valid till the stipulated contract period and should include all charges and taxes, except service tax which is to be shown separately.
- (12) The contractor shall have to provide stand by AC unit at his own cost, whenever required, in place of machine(s) are out of order / not made working within three working days from the time of intimation of our complaint.

#### Payment terms:

Payment will be made quarterly, against submission of your Invoice for the last quarter and will be cleared within 15 days' time on submission of certified job sheets for preventive maintenance and on call breakdown maintenance, and its certification by WML officials. WML shall maintain Log register for the same.

Penalty clause: In case of delay in rectification / repair work for more than 2 working days, a deduction of 1% will be done on the billed amount, and further deduction shall be applicable @0.5% for each additional day delay, with maximum penalty upto 5% of the total billed amount.

Reporting:

Report of the work done for the current month is to be submitted positively by the first week of the next month, and it is to be handed over to our reporting official. A log register is to be maintained for recording the complaints and for other measurements / records etc.

Bid submission:

- Interest bidders are requested to submit their quote complying the scope of work as mentioned above. Signed and sealed copy of this enquiry is to be submitted with the bid as a token acceptance of scope of work and terms & condition.
- Offers are to be submitted (hardcopy) in a sealed envelope on or before 02.05.2016 addressed to The Administrative Department, Webel Mediatronics Limited. (Postal Address: P1 Taratala Road, Kolkata – 700 088). The bid is to be submitted physically at our tender box.
- Bidders should have at least three years of experience in this type of maintenance work, shall submit relevant papers / order copy / AMC contract, client list etc. as a proof of their experience in this field at any Govt. / PSU / private organization / Bank etc.
- Bidders PAN copy, VAT, service tax registration, company profile, status of the organization, income tax return details, Trade license and other statutory documents are to be submitted along with the bid document.
- The bidder should have one registered service center in Kolkata for carrying out maintenance work.
- Bidder's name, contact person name and phone number, our enquiry number and job title should be mentioned on the top of the envelope.
- For any query during bid submission, please call us at our official number 033 – 2401 5602 / 2401 7699 (Contact person name: Sri Ashok Chakraborty).
- Bidders may visit our office, and consult our Sri Ashok Chakraborty, to ascertain the job involved before submission of their bid.

Other terms & condition:

Validity of tender: The tender should be valid for a period of 30 days from the last date of submission of tender.

We are not bound to accept the lowest tender and reserve the right to reject any or all the tenders without assigning any reason thereof.

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