



Institute of Hotel Management, Catering Technology and Applied Nutrition

Veer Savarkar Marg, Dadar (W), Mumbai-400 028. India.

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Email: [director@ihmctn.edu](mailto:director@ihmctn.edu) / [admin@ihmctan.edu](mailto:admin@ihmctan.edu)

**E-TENDER NOTICE**

**NIT No: IHM/e-Tender/AC/Mumbai/05/2017-18**

**Dated: 09/03/2018**

Online tender, (Two Bid System- Technical and Financial) are invited from reputed manufactures/suppliers for Annual Maintenance of **Air Conditioners** at Institute of Hotel Management, Catering Technology and Applied Nutrition Veer Savarkar Marg, Dadar (W). Mumbai-400028

Sr. No	Name of work	P.AC.	EMD	Time allowed for completion of supply	Cost of tender Document	
					Tender Cost	Online Processing fee
1	Supply of Annual Maintenance of Air Conditioners at Institute of Hotel Management, Catering Technology and Applied Nutrition at IHM Mumbai.	NA	Rs. 10,000/- payable through DD/Bankers cheque as per the tender document.	2 days	Rs. 3000/- payable through DD/Bankers cheque as per the tender document.	Min Rs.500/- & Max Rs.7000/- payable through online only

1. The Tenderers intending to participate in this Tender are required to get enrolled on the portal [www.tenderwizard.com/IHM](http://www.tenderwizard.com/IHM) Enrolment on the above mentioned Portal is mandatory.
2. The tenderers have to digitally sign their bids before submitting the bids hashes online thus the tenderers are advised to obtain Digital Certificates. The Bidders may contact **Mr. Satadala Samanta (8013426317) & Mr. Mayank Singh (800115628)** for obtaining Class - III Digital Signature Certificates and get registration.
3. Tender documents are also available in our website [www.ihmctan.edu](http://www.ihmctan.edu) but for participation purpose you have to through [www.tenderwizard.com/IHM](http://www.tenderwizard.com/IHM) website.
4. The tenders are required to submit Envelope 'A' physically and must be upload on e-tendering portal: [www.tenderwizard.com/IHM](http://www.tenderwizard.com/IHM) as per dates Indicated in Key Dates. The Physical Envelope should contain the following. SPEED POST only to the Institute of Hotel Management, Catering Technology and Applied Nutrition Veer Savarkar Marg, Dadar (w), Mumbai-400 028
5. **Tender cost and processing fee are non-refundable.**
6. Submit EMD, of **Rs. 10,000/-** in the form of Demand draft drawn from any Nationalized Bank in favor of **Principal, Institute of Hotel Management, Catering Technology and Applied Nutrition, Mumbai** payable at **Mumbai**. **For successful bidder the EMD will be retained as Security Deposit and will be returned after the completion of contract period.**
7. Tenderer which qualifies the Technical bid will only be considered for opening of Financial Bid, rest of the financial bid will be rejected. **Institute of Hotel Management, Catering Technology and Applied Nutrition** reserve the right to reject any or all the Tenders received without assigning any reason(s) thereof.
8. Security Deposit will be Rs.10000/- to be deposited after the contract is awarded in the form of DD.

Sd/-  
PRINCIPAL  
Institute of Hotel Management  
Catering Technology and Applied  
Nutrition, Mumbai.

## Technical Document

Kindly upload scan copies of the below mentioned documents under Technical Qualification (Envelope A) & Submit Physical copy of the documents in department/office in due date **16/04/2018 06 PM**

<b><u>Online Tender Schedule:</u></b>		
<b>S. No</b>	<b>Stages Name</b>	<b>Start Date and Time</b>
1	Start of downloading of tender document	<b>12.03.2018 10:00 a.m.</b>
2	Closure of downloading of tender document	<b>10.04.2018 18:00 p.m.</b>
2	Last date and time of online submission of Bid.	<b>16.04.2018 18:00 p.m.</b>
3	<b>Last Date of BID SUBMISSION (HARD COPY OF TENDER COST, EMD AND OTHER ELIGIBLE DOCUMENT)</b>	<b>20.04.2018 18:00 p.m.</b>
5	TENDER OPENING Technical	<b>24.04.2018 11:00 a.m.</b>
6	TENDER OPENING Financial	<b>Will be intimated later</b>
7	Minimum Validity of Tender offer	<b>180 Days</b>
8	Estimated cost of tender	
9	TENDER OPENING Financial	<b>Will be intimated later</b>

**Note: - Both online and offline submission of tender are mandatory.**

**Procedure for submission of E-tender by bidder:**

Interested bidders who wish to participate should visit website [www.tenderwizard.com/IHM](http://www.tenderwizard.com/IHM) which is the ONLY website for bidding their offer. Further, the procedure is as follows:

1. Register your company in website [www.tenderwizard.com/IHM](http://www.tenderwizard.com/IHM) for obtaining a Login ID and Password.
2. Using the login ID, password and digital signature, enter the tender portal to download the tender document.
3. Pay EMD through DD and upload the scan copy in website.
4. Attach supporting documents first in "Document Library". Then attach them by selecting in particular tender.
5. Submit the tender. You will receive a system generated "Acknowledgement Copy" of tender submission.
6. Bidder can change quoted rates any time before of closing date & time.

Bidder must submit the offer before the online closing date & time. The website will automatically stop accepting the offer after online closing date and time.

e-Tendering Helpline no: 011-49424365 **For Support: For e-tendering queries kindly contact Mr. Satadala Samanta ([twhelpdesk701@gmail.com](mailto:twhelpdesk701@gmail.com)) Mob- 8013426317, Mr. Mayank Thakur ([twhelpdesk605@gmail.com](mailto:twhelpdesk605@gmail.com)) Mob- 800115628**

sd/-  
**PRINCIPAL**  
Institute of Hotel Management  
Catering Technology and Applied  
Nutrition, Mumbai-400028

**INSTITUTE OF HOTEL MANAGEMENT**  
**CATERING TECHNOLOGY & APPLIED NUTRITION**  
**Veer Savarkar Marg, Dadar West, Mumbai 400 028**

**E-TENDER NOTICE**

**SEALED** tenders are invited Upto 3.00 p.m. on **Monday, 16<sup>th</sup> April, 2018**, for the supply of the following items on a rate contract basis, for the period 1 JUNE 2018 to 31 MAY 2019.

The tender is subject to the following terms and conditions:

1. Each tenderer will have to pay Earnest Money Deposit in DD. **DD SHOULD BE SUBMITTED SEPARATELY AND SHOULD NOT BE SEALED TOGETHER WITH THE TENDER FORM.** Earnest Money Deposit will be forfeited in case after the acceptance of tender, the tenderer does not furnish the requisite security deposit and execute the agreement.
2. Well known Branded products will be given preference. Past experience in supplying to reputed organizations is necessary.
3. The Institute reserves the right to reject any or all the tenders without assigning any reasons whatsoever and no representation shall be entertained on this account.
4. All rates will be inclusive of taxes and delivery charges. All items will be supplied at the Institute premises.
5. Each tender will be accepted subject to the existing tax laws prevalent in the State of Maharashtra and must state his registration number of taxes.
6. The tenders will be opened at 11.00 a.m. on Tuesday, the **24<sup>th</sup> April, 2018.**
7. Detailed tender form our website [www.ihmctan.edu](http://www.ihmctan.edu). **Tender forms can be downloaded from the website.**
8. **The Financial bids** needs to be submitted online on [www.tenderwizard.com/IHM](http://www.tenderwizard.com/IHM), **no hard copy needs to be submitted.**

**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY &  
APPLIED NUTRITION**

**Veer Savarkar Marg, Dadar West, Mumbai 400 028**

**General terms and conditions of Air Conditioners:**

1. Tenderers who wish to quote for this work should have done minimum three similar jobs in last three years having comparable value in Government/Private Organization. Out of the three jobs one job should be of value not less than Rs. 10 lakhs or two jobs should be of value not less than Rs. 5 Lakhs each or three jobs should be of value not less than Rs. 3.5 Lakhs each, executed during last 3 years.
2. Rates quoted should be comprehensive, includes compressor, gas charging, all electrical parts, fan motor, PCB, remote, knobs but excluding condenser coil, cooling coil, grill and sheet metal.
3. 2 Technicians should be stationed at site for 8 hrs every day.
4. At least two service units of window and split units to be provided at site
5. Necessary spares including gas should be available at site.
6. As far as possible all the repairs should be carried out at site.
  1. Bi-monthly service of unit.
  2. BDS 2 services in a year
  3. Breakdown call should be immediately attended to.

4. Major breakdown should be completed within 24 hrs.
7. Contractors should inspect the premises and air-conditioners before submitting their Quotes for AMC;
8. The firm should have at least 5 years' experience in the field of providing Annual Maintenance for split A.C.
9. The firm shall have its own qualified A.C. mechanics and the work should not be given to any sub-contractor;
10. Any complaint call made should be attended to within 2 Hrs. from the receipt of such call;
11. In case of any machine break down and where the machine/part has to be taken to the work-shop/repair Centre then it shall be the duty of the contractor to provide the service machine/part during such period of repair;
12. Payment for the Annual Maintenance will be made on equal installments after expiry of each quarter;
13. Preventive maintenance would be carried out twice in a year by the Annual Maintenance Contractor so that the machines run in a trouble free manner. A record of such preventive maintenance carried out should be submitted on each occasion before the Authorized Officer;
14. In case the Annual Maintenance Contractor defaults in rendering the service beyond 24 hrs then a penalty of Rs.200/- per day shall be imposed and the discretion of which shall lie with the administration;
15. The contractor shall specifically list consumable parts which are not covered under Annual Maintenance Contract as per point NO.2 for which it will raise separate bills;
16. The contract shall remain in force for a period of one year from 01.06.2018 to 31.05.2019.
17. In case the service is found to be unsatisfactory, the contract will be cancelled without assigning any reason;
18. The successful Annual Maintenance Contractor shall be required to deposit Rs.10,000/- (Rupees Ten Thousand Only) as Security Deposit during the period of AMC in the form of DD/ Banker Cheque within 30 days from the date of Work Order on account of Performance Guarantee. ii) Performance Security will be discharged after completion of contractor's performance obligations.
19. If the contractor fails or neglects any of his obligations under the contract, Institute reserve the right to forfeit either whole or any part of Performance Security furnished by the bidder as penalty for such failure.
19. **VALIDITY OF QUOTATIONS:** Rates quoted by the Firm shall remain valid for a period of 90 days.
20. TDS and any other Government levies applicable shall be deducted from bill amount as per Government of India instructions issued from time to time.
21. The contractor shall be responsible for any injury caused to persons, property of Institute etc. which may arise from the operations or neglect of any person of the tenderer/contractors team or any person engaged by him for any purpose related to the execution of this contract. The tenderer/contractor shall indemnify Institute of all liabilities arising out of his operations in any way under any acts of the Government and also in

award of any compensation or damaged consequent upon any claim arising out of the above.

22. It is expressly understood and agreed to between the parties to this tender that the persons deployed by the contractor for the above work shall be employee of the contractor for all intents and purposes and in no case, shall a relationship of employers & employees between the said persons & Institute shall accrue implicitly and explicitly.
23. The successful tenderer shall not sub-let the part or complete work without written permission of Institute. The tenderer is fully responsible to Institute for the work if awarded to him.
24. Any dispute or difference arising from interpretation of the tender items or its terms & conditions, the matters in dispute shall be settled at Mumbai jurisdiction whose decision shall be final and binding on the parties to the contract.
25. AC units covered under this AMC are in working condition. It is, therefore, shall be binding on the contractor that they maintain them throughout the period of AMC and hand over the same in good running condition at the time of expiry of this contract.
26. The contractor shall be replacing spare parts and materials free of charge which get defective during the AMC period. However, this excludes parts already mentioned above in point no.2 of air conditioners.
27. The charging of refrigerant gas in air conditioners during the period of this AMC shall be done by the contractor on its own cost. The services which are felt essential for the effective working of air conditioners shall also be rendered by the contractor during the period of this AMC.
28. Replacement shall be obtained from the manufacturer or their authorized dealers of the original equipment manufacturer only and the required invoice, challan etc. are to be produced and verified before reinstallation.
29. The quantities mentioned in the schedule are only indicative of the estimated requirements of the Institute, and the Institute does not bind itself to purchase/to complete any or all the quantities indicated therein.



**The Following Documents must be uploaded along with Technical Bid otherwise the tender shall be summarily rejected.**

**CHECK LIST:**

- 1. Previous Experience in the same trade (Copy of work order/Purchase order)**
- 2. Self-attested copy of last year Income Tax Return.**
- 3. Self-attested copy of PAN card.**
- 4. EMD fee of Rs. 10,000/- (Online payment receipt).**
- 5. Self-attested copy of MSME Certificate (if applicable)**
- 6. GST registration No. (if applicable)**
- 7. Technical Specification and Tender terms and conditions –All pages duly signed and stamped and Annexure-A and Annexure-B**

IHM, Mumbai reserves the right to ask for additional documents/clarificatory documents which are not post-dated to the opening at the technical bid.

I/we have read and understood various forms and documents and am/are submitting tender complete in all respects. I/we agree to the terms & conditions as detailed in the tender documents.

Thanking You

Yours Sincerely

**Signature, Name and designation (Stamp)**

### ANNEXURE-A

SR. No.	Particulars	
1.	Name of the Firm	
2.	Address of the Firm	
3.	Name of the Banker	
4.	Contact No. & Email id (if any)	
5.	In case of MSME Firm (upload the Registration certificate)/NSIC Certificate	
6.	<b>Status of the Firm</b> -please state whether Registered, Co-operative society, Public Ltd company,	
7.	Previous Experience in the same trade with names of Hotels/Institutions served (Copy of work order/Purchase order to be uploaded)	
8.	Last year Income Tax Return (Copy to be uploaded)	
9.	Income Tax permanent Account No.(PAN) Copy to be uploaded.	
10.	<b>EMD Fee of Rs.10,000/-</b> (Online Payment)	
11.	RTGS/NEGT Details Account Name (For refund of EMD)-	Account Name- Bank Name- Account Number- IFSC Code-
12.	<b>GST registration No.( if applicable</b> Copy to be uploaded)	
13.	Under MSME ACT exempted from payment of EMD and tender for fee- <b>if yes, please Enclose a copy of relevant certificate.</b>	

**(Signature of the tenderer & designation of the signatory status and office seal.)**

**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED  
NUTRITION  
VEER SAWARKAR MARG, DADAR WEST, MUMBAI 400 028**

**Annexure – B: TECHNICAL BID**

Name of the Firm of the Tenderer .....

Names of all the partners of the Firm, if any .....

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Address of the tenderer: Shop/Office .....

.....

Telephone No., Fax No. ....

E-Mail Address: .....

State if the tenderer owns a factory/workshop anywhere. If so, give full details:

How long is the tenderer in this business of supplies? ..... Years

State if the tenderer is at present supplying to any of the Hotels, Hostels, Hospitals, Clubs, etc. and give particulars and attach copies were necessary.

1. ....

2.....

3.....

4.....

5.....

State details of Registration No. of Goods and Service Tax and enclose latest Income Tax Clearance Certificate.

.....  
Tenderer

..... Signature of the  
Seal of the tenderer

**To BE FILLED ONLINE**

**FINANCIAL BID**

From: \_\_\_\_\_

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To,  
The Principal  
Institute of Hotel Management, Catering Technology & Applied Nutrition  
Veer Sawarkar Marg,  
Dadar West, Mumbai 400 028

With reference to your advertisement E-Tender for the year 1<sup>st</sup> June 2018 to 31<sup>th</sup> May 2019 AMC for Air-conditioners in the local newspapers and website, I/We hereby submit my financial bid required by you:

**COMPREHENSIVE MAINTENANCE OF AIRCONDITIONERS**

Sr. No.	Description	Total	Rate	Amount	Remark
1	Window Unit 1.5 ton Make - (Voltas/Carrier make) INSTITUTE 03 ATC 01				
		04 Nos.			
2	Split Unit 1.5 ton Make - (Voltas/Carrier /Hitachi/Bluestar) INSTITUTE 39 ATC 77				
		116 Nos.			
3	Split Unit 2 ton Make - (Bluestar/Carrier/ Voltas) INSTITUTE 08 ATC 09				
		17 Nos.			

4	Ductable Unit 7.5 ton Make – (Carrier)	02Nos.			
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