

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	04-08-2025 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	04-08-2025 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Finance
विभाग का नाम/Department Name	Department Of Economic Affairs
संगठन का नाम/Organisation Name	Security Printing And Minting Corporation Of India Limited (spmci)
कार्यालय का नाम/Office Name	3rd Floor Tower G World Trade Centre Nauroji Nagar
वस्तु श्रेणी /Item Category	Annual Maintenance service-AIR CONDITIONER
अनुबंध अवधि /Contract Period	1 Year(s)
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Exemption for Years Of Experience and Turnover	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Exemption for Years Of Experience and Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Certificate (Requested in ATC),OEM Authorization Certificate *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No
बिड लगाने की समय-सीमा बढ़ाने के लिए आवश्यक न्यूनतम सहभागी विक्रेताओं की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7

बिड विवरण/Bid Details	
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

#### ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
-------------------	----

#### ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
-------------------	----

#### विभाजन/Splitting

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

#### एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
-------------------------------	-----

#### एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
---	-----

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder

seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.

3. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.

4. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.

5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

#### अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

**Site Address/ Pre Bid Meeting venue and date:** On 24.07.2025 at 03:00 P.M. Queries should reach buyer by 22.07.2025 on purchase.igmh@spmcil.com  
India Government Mint, IDA Phase-II, Cheralapally, Hyderabad-500051, Telanagana  
Contact No: 040-27268300(ext-117)

**Specific Scope:** [1751348366.pdf](#)

#### Annual Maintenance Service-AIR CONDITIONER ( 80 )

#### तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Amc Category	Air Conditioner-IS 1391
Type Of AIR CONDITIONER	Window AC , High Wall Split AC , Ceiling Mount Split AC (Cassette AC) , Floor Standing Split AC
Amc Brand	Voltas Bluestar LG Godrej Samsung Videocon Llyod
Nominal Cooling Capacity in TON	Other/ assorted rating (as specified under specific Scope by Buyer)
Vintage	Upto 3 years , 3 to 5 years , 5 to 7 years , 7 to 9 years
Technology of Air Conditioner	Inverter (Variable Speed type) , Non-Inverter (Fixed Speed type)
Number of Routine/ Preventive Maintenance Service Per Year	04 nos Preventive maintenance service visits 2 nos Wet Service and 2 Nos Dry Maintenance service
Condition of Air Conditioners (AT THE TIME OF BIDDING)	Functional

विवरण/ Specification	मूल्य/ Values
Type of AMC	Non- Comprehensive
एडऑन /Addon(s)	

#### अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

#### प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Salavath Santhosh	500051,India Govt Mint, IDA, Phase-II Cherapally, (R.R district) Hyderabad , Telangana	80	N/A

#### क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

##### 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

##### 2. Generic

**Manufacturer Authorization:**Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

##### 3. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

#### **Non-Comprehensive Annual Maintenance Contract (NCAMC) of HVAC Equipment (Window/Split/Cassette/Tower Air Conditioners) for a period of 12months**

1. NCAMC of 42 No's 1.5TR SPLIT/WINDOW AC
2. NCAMC of 26 No's 2TR SPLIT AC
3. NCAMC of 10 No's 3TR TOWER / CASSETTE AC
4. NCAMC of 2 No's 4TR TOWER/CASSETTE AC
5. I&C CHARGE FOR ONE SPLIT AC/WINDOW AC

- I. Non-Comprehensive Annual Maintenance Contract (NCAMC) of 80 No's of HVAC Equipment (42 No's of 1.5T

R Split/Window AC's, 26 No's of 2TR Split AC units, 10 No's 3TR Tower ACs and 2 No's 4TR Cassette AC) for a Period of 12 Months.

- II.** List of HVAC Equipment (Window/Split/Cassette/Tower Air Conditioners) installed at IGM, Hyderabad are as below:

**A. 1 TR/1.5TR WINDOW/ SPLIT AC: 42 No's**

Sl.no.	AC Capacity	Make	Type	Nos.
i.	1.5 Ton	Godrej, Voltas, Videocon, LG	Window	13
ii.	1.5 Ton	Godrej, Voltas, Videocon, LG	Split	24
iii.	1 Ton	Godrej, Voltas, Videocon, LG	Split	5

**B. 2 TR WINDOW/ SPLIT AC: 26 No's**

Sl.no.	AC Capacity	Make	Type	Nos.
i.	2Ton	Godrej, Voltas, Videocon, LG, Bluestar, Lloyds, Samsung Window	Window	11
ii.	2Ton	Godrej, Voltas, Videocon, LG, Bluestar, Lloyds, Samsung Window	Split	15

**C. 3 TR TOWER/ CASSETTE TYPE AC : 10 No's**

Sl.no.	AC Capacity	Make	Type	Nos.
i.	3 Ton	Carrier, LG, Bluestar	Tower	10

**D. 4 TR TOWER AC: 2 No's**

Sl.no.	AC Capacity	Make	Type	Nos.
i.	4 Ton	Carrier, LG, Bluestar	Window	2

**III. SCOPE OF WORK:**

- i. This Non-Comprehensive Annual Maintenance Contract is for different types/make/capacities of air-conditioners for a period of 12 Month from the date of issue of contract.
- ii. The scope and nature of services to be provided by the contractor shall include mandatory 4 No's scheduled preventive maintenance service visits (out of which 2 No's Wet Service and 2 No's Dry Maintenance service should be done) for each HVAC equipment among 80 No's of HVAC Equipment.
- iii. 04 nos. Preventive maintenance service visits (2 nos. Wet Service and 2 No's Dry Maintenance service) to each HVAC equipment would be carried out by the service provider ensuring at least 1 No's either Wet or Dry service in every quarter to keep the equipment running in a trouble free condition during the 1 year period of contract. Service Provider should ensure to complete 2 No's Wet Service and 2 No's Dry Maintenance service visits mandatorily in 4 Quarters as a whole and a record shall be maintained for each 80 No's HVAC equipment.

- iv. The cleaning/ minor repair of AC Indoor & Outdoor Units, Stabilizers and periodical topping up of Refrigerant gas in all AC's shall be covered under this AMC contract. Details of all minor/major, routine/preventive repair/maintenance job undertaken shall be entered into the service sheet.
- v. Besides mentioned mandatory periodic servicing visits of the HVACs, contract shall also include attending the breakdown calls and same shall be attended by the contractor within 08 hours of rising breakdown complaint.
- vi. AC Spares required for the restoration of AC's will be in the IGMH scope. However the required tools and plants i.e., Tools/Equipment, Brazing Torch, Brazing LPG, Cleaning Material, Blower etc., as required for carrying out the work mentioned in the scope shall have to be arranged by the Contractor at his cost and no promise on tools will be arranged by IGMH.
- vii. In addition to the regular Wet and Dry service works, following works shall also be included in the Non-comprehensive Annual Maintenance Contract (NCAMC) of Window/ Split/ Cassette/ Tower air-conditioners which should be done quarterly at least once in 3 Months for each HVAC:
  - The filters shall be cleaned and record there of shall be maintained.
  - Tightening of all electrical Contacts of AC should be done.
  - Checking operation of controls of the air- conditioners such as thermostat, relays, remote control etc.
  - Cleaning of the Equipment, charging of refrigerant gas etc.,
  - Checking motor bushings
  - Ground Connections
  - Checking connections at the main plug
  - Cleaning of Blower and condenser fan
  - Cleaning of Evaporator and Condenser coils
  - Checking and Tightening of the Nuts and Bolts
  - Oiling of the Motor
  - Checking of the Cooling efficiency
  - Overhauling of the A/c with chemical washing process.
  - Cleaning the condenser and evaporator coils with suitable detergent / chemical solution and flushing with high-pressure jet of water.
  - Greasing of blower motors and all moving parts.
  - Checking air flow through the supply air grill, return air grill, condenser.
  - Checking operation of the drive motors and fans.
  - Checking air temperature at supply air grill, return air grill, Inlet air condenser, outlet air from condenser.

#### 4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

The bidder firm should meet following eligibility criteria to qualify:

- (a) For MSE/Start-up firm: The bidder must have capability to provide the relevant services.
- (b) For other firm - Experience and past performance: The bidder should have experience of having successfully supplied relevant services i.e. AMC of atleast 32 nos. of Air Conditioners, in any one of the last five years ending on '31.03.2024'
- (c) The bidder should submit the acceptance of scope of work as mentioned in the bid.
- (d) The bidder should submit the signed & stamped copy of bid document as a token of acceptance of all the terms & conditions of the tender document such as payment terms, SLA, contract period etc.

## 5. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

## 6. Buyer Added Bid Specific SLA

Text Clause(s)

### I. GENERAL TERMS AND CONDITIONS OF THE CONTRACT:

-

- i. Payment will be made on Quarterly basis after completion of AC services as per the Quarterly service record of the maintenance activities performed by the Contractor during the execution of NCAMC contract with respect to each HVAC unit. Only Proportionate payment will be paid in accordance with the number of AC service done at actuals during the Quarter (i.e. proportionate to Number of AC service done against 42 No's of 1.5TR Split/Window AC's, 26 No's of 2TR Split AC units, 10 No's 3TR Tower AC and 2 No's 4TR Casette AC).
- ii. Installation and commissioning charge for split AC / Window AC's if any done during the period of contract shall be paid accordingly on submission of service report with a ceiling of 8 No's during contract period.
- iii. The history sheet of servicing/breakdown repairing of each and every unit shall be maintained duly acknowledged & signed by both Respective Office bearer of the AC installed and IGMH official. The copy of reports shall be submitted along with the Quarterly bill subsequent to the servicing activity.
- iv. 04 No's Mandatory ( 2 Wet and 2 dry service visits) Preventive maintenance service visits would be carried out by the service provider to each HVAC equipment once for every Quarter to keep the equipment running in a trouble free condition during the period of contract.
- v. All break-down calls shall be attended immediately within 8 Hrs and on the same day. Breakdown calls that could not be attended to on the same day for exceptional reasons as satisfied by the IGMH official shall be attended to on within 24 Hours without fail.
- vi. The contractor or his representative should not remove, disturb, and dislocate the existing equipment and its parts from its positions until and unless it is authorized by the IGMH official. The entire installation should be intact at any time of inspection as was handed over to him at the time of initial taking over of its maintenance and operation. Care shall also be taken not to damage installation by improper handling.
- vii. The Contractor shall inspect and examine the Site and its surrounding and shall satisfy himself before submitting his tender as to the nature of the Site, the quantities and nature of works and material necessary for providing the services.
- viii. The tenderer shall take into account basic price, cost of labour, T&P, taxes as applicable, conveyance / cartage etc. before quoting the rates. No extra claim what so ever in this regard shall be entertained.
- ix. All the workers or employees deployed by the contractors for mentioned scope of works shall be considered as the employees of contractor and IGMH shall not have any liability what so ever in nature in regard to such workers/employees. The Contractor shall indemnify and keep indemnified the IGMH against:

- Any claim arising out of third party loss/ damage to life or property caused by/ during execution of the work.
- Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work.

- x. **REVIEW OF CONTRACT:** The performance of the firm shall be reviewed in every quarter and if the performance is not found satisfactorily, the contract will be terminated by giving on 15 days' notice.
- xi. **TOOLS AND PLANTS:** The required tools and plants i.e., Tools/Equipment, Brazing Torch, Brazing LPG, Cleaning Material, Blower etc., as required for carrying out the work mentioned in the scope shall have to be arranged by the Contractor at his cost and no tools will be arranged by IGMH. The Contractor shall keep all required tools at site. However any AC Spares required for the restoration of AC's will be in the IGMH scope.

## **II. PENALTY CLAUSE:**

- Any damage resulting to the system on account of the negligence or mal-operation shall be made good by the contractor. Nothing extra will be paid for such work.
- The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the service to the satisfaction of the IGMH official and any expenditure incurred therein for alternative arrangements by the IGMH official shall be recovered from the contractor.
- All break-down calls shall be attended to immediately within 8 Hrs and on the same day. Breakdown calls that could not be attended to on the same day for exceptional reasons as satisfied by the IGMH official shall be attended to on within 24 Hours without fail. Failing which record of such events shall be maintained and penalty as deemed fit by the competent authority of IGMH will be final in this matter.
- In cases of poor workmanship and non-compliance of tender/agreement or services provided by the contractor are not found to be satisfactory, the contract shall be terminated by the department by giving 15 days' notice even before the expiry of contract period and shall be forfeited the security deposit without assigning any reason what so ever.

## **अस्वीकरण/Disclaimer**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.



4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.**

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---