



**Institute of Hotel Management, Catering Technology and Applied Nutrition**

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

**Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779**

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

**TENDER NOTICE**

**NIT NO: IHM/Tender/Air Conditioning/Mumbai/08/ 2023-24**

**Dated: 19/05/2023**

Online or Manual Bids (Two Bid System- Technical and Financial) are invited from reputed service providers for **Maintainence of Air conditioners** for the **period July 2023 to June 2024** at the Institute of Hotel Management, Catering Technology and Applied Nutrition Veer Savarkar Marg, Dadar (W). Mumbai-400028.

**Note: EMD and Tender fee to be submitted to the cashier by DD or Bankers cheque or in online mode through NEFT/ RTGS**

Sr. No	Name of work	P.AC.	EMD	Time frame for commencement from receipt of work order	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. 50,000/- payable through DD/Bankers cheque as per the tender document.	1 week	Rs. 200/- payable through DD/Bankers cheque as per the tender document.	AS PER E WIZARD

## **INSTRUCTIONS FOR THE TENDERERS SUBMITTING THROUGH ONLINE MODE**

1. The Tenderers intending to participate in this Tender are required to get enrolled on the portal <https://ihmmumbai.ewizard.in> Enrolment on 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.
3. The Bidders may contact **E-wizard helpdesk Mumbai (8448288982)** for obtaining Class - III Digital Signature Certificates and get registration.
4. Tenders filled online need to <https://ihmmumbai.ewizard.in> website.
5. The tenders are required to upload on e-tendering Portal: <https://ihmmumbai.ewizard.in> as per dates Indicated in Key Dates both technical bid and financial bid, No hard copy needs to be submitted. The technical documents are signed and stamped and then uploaded on the website.
6. Tender cost and processing fee are non-refundable.
7. Submit **EMD Rs. 50000/-** in the form of Demand draft drawn from any Commercial Bank in favor of **Institute of Hotel Management, Catering Technology and Applied Nutrition, Mumbai** payable at **Mumbai through speed post or by hand delivery at the cash counter at IHM, Mumbai. For successful bidder the EMD will be retained as Security Deposit and will be returned after the completion of contract period.**
8. Tenders 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
9. Security Deposit will be 10% of quoted value of contract to be deposited after the contract is awarded in the form of DD/Bankers Cheque.

**SD/**

**PRINCIPAL**

**Institute of Hotel Management Catering Technology and Applied Nutrition,  
Mumbai.**

## **INSTRUCTIONS FOR THE TENDERERS SUBMITTING THROUGH MANUAL MODE**

1. The Tenderers intending to participate in this Tender are required to download the tender from the institute website <https://www.ihmctan.edu>.
2. The downloaded tenders need to be filled, the technical bid and financial bid have to be enclosed in separate envelopes and both the bids have to be enclosed in master envelope superscribed with tender No and date.
3. Submit **EMD Rs. 50000/-** in the form of Demand draft/ Bankers cheque drawn from any Commercial Bank in favor of **Institute of Hotel Management, Catering Technology and Applied Nutrition, Mumbai** payable at **Mumbai through speed post or by hand delivery at the cash counter at IHM, Mumbai. For successful bidder the EMD will be retained as Security Deposit and will be returned after the completion of contract period.**
4. 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
5. Security Deposit will be 10% of quoted value of contract to be deposited after the contract is awarded in the form Of DD/Bankers Cheque.

**Tender Schedule:**

Kindly upload scan copies of the below mentioned documents under Technical Qualification.

<b>Online / Manual Tender Schedule</b>		
<b>Sr. No.</b>	<b>Stages Name</b>	<b>Start Date and Time</b>
1	Start of downloading of tender document	22 <sup>th</sup> may,2023 09.00 Hrs.
2	Closure of downloading of tender document	05 <sup>st</sup> June,2023 18.00 Hrs.
3	Last date and time of online submission of Bid.	05 <sup>st</sup> June,2023 19.00 Hrs.
4	Last Date of EMD, Tender Fee submission Online/ Offline Mode to Cashier	06 <sup>th</sup> June ,2023 11.30 Hrs.
5	TENDER OPENING Technical	07 <sup>th</sup> June 2023 11.30 Hrs.
6	TENDER OPENING Financial	Will be informed later
7	Minimum Validity of Tender offer/bids	180 Days

It should be noted that either manual or online filing of the tender is acceptable.

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

**TENDER NOTICE**

**SEALED** tenders/ Online Tenders are invited for the Maintenance of Air conditioners on a comprehensive rate contract basis, for the period 01<sup>st</sup> July, 2023 to June 2024

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. All rates will be inclusive of taxes and delivery charges.
3. Each tender will be accepted subject to the existing tax laws prevalent in the State of Maharashtra and must state his tax registration no.
4. The technical bids will be opened on **07/06/2023 at 11.30 am**
7. Detailed tender form is available on 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 <https://ihmmumbai.ewizard.in>, or manually in sealed envelope
9. **FOR WIRE TRANSFER (RTGS/NEFT)**

**Name of the beneficiary:**

INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & AN

**Name of the bank:** STATE BANK OF INDIA

**Branch:** SHIVAJI PARK BRANCH

**Bank IFS Code:** SBIN0001429

**Account No.** 10419537220

**Type of Account:** Current Account

**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 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.
  - Bi-monthly service of unit.
  - Break down services- 2 services in a year
  - Breakdown call should be immediately attended to.
  - 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 Air conditioning.
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 provide alternate 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 01.07.2023 to 30<sup>th</sup> June, 2024.
17. In case the service is found to be unsatisfactory, the contract will be terminated without assigning any reason.
18. 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.
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 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

punishable under any acts of the Government and also in award of any compensation or damage charges consequent upon any claim arising out of the above.

22. It is expressly understood and agreed to between the parties of 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, and any other matter of dispute will be settled under the jurisdiction of Bombay high court 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 working 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. Spare parts should be of reputed brands or of the original equipment.
27. The charging of refrigerant gas in air conditioners during the period of this AMC shall be borne 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. Tenders are required to start the maintenance contract within one week from date of receipt of the work order.
30. The tender who are having registered Service center needs to participate in the tender only.
- 31. Security deposit will be 10% of quoted value of tender.**



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.50,000/- (DD/BANKERCHEQUE/Online mode).
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**

<b>SR. No.</b>	<b>Particulars</b>	
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.	Certificate showing shop address (copy to be uploaded)	
8.	Income Tax permanent Account No.(PAN) Copy to be uploaded.	
9.	<b>EMD Fee of Rs.50,000/-</b> (DD/Bankers cheque/ transaction no.)	
10.	RTGS/NEFT Details/ Account Name (For refund of EMD)- Cross cheque needs to be provided	
	<b>GST registration No.( if applicable</b> Copy to be uploaded)	
12.	Under MSME ACT exempted from payment of EMD and tender for fee- <b>if yes, please</b>	

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

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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/ services..... Years

State if the tenderer is at present supplying/ serving 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.

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Signature of the Tenderer

Seal of the tenderer

**To BE FILLED ONLINE**  
**FINANCIAL BID**

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

To,

The Principal  
Institute of Hotel Management,  
Veer Savarkar Marg,  
Dadar West, Mumbai 400 028

With reference to your advertisement Tender for the year 01<sup>st</sup> June 2023 – May 2024 AMC for Air-conditioners in the local newspapers and website, I/We hereby submit my financial bid required by you:

**COMPREHENSIVE MAINTENANCE OF AIRCONDITIONERS**

Institute of Hotel Management, Catering Technology and Applied Nutrition, Mumbai				
NIT No: IHM/Tender/AC/Mumbai/08/2023-24			Dated: 19/05/2023	
NAME OF WORK -: Annual Maintenance of Air Conditioners at Institute of Hotel Management, Catering Technology and Applied Nutrition at IHM Mumbai.				
Financial Bid				
Name Of the Firm(**Mandatory)				
1	2			
Sr. No.	Name of Item	Total NOS	Rate	Amount
2	Split Unit 1.5 ton Make - (Voltas/Carrier /Hitachi/Bluestar) INSTITUTE           78 ATC                     41	119		
3	Split Unit 2 ton Make - (Bluestar/Carrier/ Voltas) INSTITUTE           10 ATC                     8	18		
4	Ductable Unit 7.5 ton Make – (Carrier)	2		
5.	2.8 ton Cassette A/c unit (Voltas/Carrier /Hitachi/Bluestar)	2		
	<b>Total Amount :-</b>	<b>141 No</b>		
1	Please fill up only color Box.			

2	If any cells (Rates) left Blank, then the same will be treated as "Zero".
3	Please specify exactly the details of each item in units of weights, measurements etc.
4	The quantities mentioned in the above schedule are only indicative of the estimated requirements of the Institute for the year and the Institute does not bind itself to Purchase any of the quantities indicated above.

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