



**NOTICE REGARDING REQUIREMENT AGENCY**  
**For Comprehensive AMC of Air-Conditioners installed at AIC Office at Statesman House New Delhi and**  
**AIC Company Guest House at East Kidwai Nagar New Delhi**

**Reference Number:**  
**AIC/Estate & Establishment Dept./AC AMC 2022/3**  
**dated 23<sup>rd</sup> August, 2022**



AGRICULTURE INSURANCE COMPANY OF INDIA LIMITED  
Plate B & C, 5th Floor,  
Office Block 1, East Kidwai Nagar,  
New Delhi 110023  
Telephone: 011-24604444  
Website: [www.aicofindia.com](http://www.aicofindia.com)

AIC invites eligible bidders to submit their quotations for procurement of comprehensive AMC of Air-Conditioners installed at AIC Office, Statesman House New Delhi and AIC Guest House at East Kidwai Nagar New Delhi.

**1. SCOPE OF WORK**

S. No.	Particulars	Location of AIC Office and Guest House	Quantity
1	Comprehensive AMC of Split AC 2-ton capacity	Statesman House, 148 Barakhamba Road, New Delhi 110001 (AIC Office)	22
2	Comprehensive AMC of Cassette AC 2-ton capacity		4
3	Comprehensive AMC of Split Inverter AC 2-ton capacity	C-5, Tower 2, Type VI, East Kidwai Nagar, New Delhi 110023 (AIC Guest House)	6
<b>TOTAL</b>			<b>32</b>

1. The AMC of the above systems shall be on comprehensive basis including servicing, maintaining cooling gas etc.
2. Agency shall abide by and follow rules and regulations, precautions, and safety norms in performance of work as per prevailing guidelines.
3. The duration of the AMC shall be **THREE YEARS** from the date of awarding the contract.
4. Payment of AMC shall be made on Half yearly basis.
5. The AMC provider shall replace free of cost all unserviceable/defective spares/components under the scope of work during AMC period. The AMC shall not cover plastic/thermacoal items, remotes or any damage to machine caused due to circuit break.
6. All complaints shall be attended to promptly and rectified within 24 hours of complaint.



## 2. ELIGIBILITY CRITERIA

1. The Bidder / Contractor shall have past experience of working with GIPSA companies (i.e, Oriental Insurance Co. Ltd., United India Insurance Co. Ltd., National Insurance Co. Ltd., New India Assurance Co. Ltd.) / Other Govt. Companies / Centre and State Govt. / Govt. Departments / PSUs or central purchase organization / Contractor of CPSE/PSE of Centre and State Govt.
2. The Bidder should have experience of at least 03 years in similar work in Delhi NCR.
3. The Agency shall not have been blacklisted/ debarred by any Central/ state government/ public sector undertaking/ Banks, their services not terminated by AIC due to deficiency in service in last three years and not involved in any litigation with any entity inclusive AIC that may affect or compromise the delivery of service required.
4. The Bidder shall have annual average turnover of minimum Rs. 2.5 Lakhs for last 3 financial years, i.e., FY 2019-20, 2020-21 and 2021-22.

## 3. PROCEDURE FOR SUBMISSION OF BIDS:

Bidders are required to submit Bids in sealed envelope(s) on or before prescribed date and time at the following address:

The Manager  
Estate & Establishment Department  
Agriculture Insurance Company of India Ltd. (AIC)  
Plate B&C, Fifth Floor, Block 1, East Kidwai Nagar  
New Delhi -110023

The bids must be submitted in two parts : **TECHNICAL BID & FINANCIAL BID.**

### i. Technical Bid

The Technical bid (ANNEXURE-A) with required documents shall be complete in all respects with required documents and contain all information asked for in sealed envelope with superscription "*TECHNICAL BID for comprehensive AMC of Air-Conditioners installed at Statesman House New Delhi and Company Guest house at East Kidwai Nagar*"

IT SHOULD NOT CONTAIN ANY PRICE INFORMATION.

If any price information is mentioned, the Bid will be rejected.

### ii. Financial Bid

The FINANCIAL BID (ANNEXURE-B) duly signed with stamp shall be submitted in sealed envelope with superscription "*FINANCIAL BID for comprehensive AMC of Air-Conditioners installed at Statesman House New Delhi and Company Guest house at East Kidwai Nagar*".

The Financial Bid shall be unconditional.

**PLEASE NOTE THAT BOTH SEALED BIDS SHOULD FURTHER BE SEALED IN BIGGER ENVELOPE with superscription "SEALED BIDS for comprehensive AMC of Air-Conditioners for AICIL"**



**4. SCHEDULE OF DATES AND PARTICULARS:**

Office of Issue	Agriculture Insurance Company of India Ltd., Head Office, Plate B & C, 5 <sup>th</sup> Floor, Office Block 1, East Kidwai Nagar, New Delhi -110023  e-mails and contact no. for clarifications (if any): <a href="mailto:mkprabhakar@aicofindia.com">mkprabhakar@aicofindia.com</a> ; <a href="mailto:jaspalsk@aicofindia.com">jaspalsk@aicofindia.com</a> ; Ph +91 11 24600434 and 24600440
Reference No.	AIC/Estate & Estb. Dept./AC AMC 2022/3
Notice available at Website	<a href="http://www.aicofindia.com">www.aicofindia.com</a>
Mode of Bid Submission	Offline
Notice Download Start Date	25 <sup>th</sup> August, 2022
Last date and time for clarification of doubts received through e-mails	29 <sup>th</sup> August, 2022 upto 2.00 pm
Last date and time for Submission of Bids	1 <sup>st</sup> September, 2022 upto 1:00 pm
Opening of Bids	1 <sup>st</sup> September, 2022 at 3:30 pm
Declaration of L1 bidder	2 <sup>nd</sup> September, 2022
Project duration	THREE YEARS from Issuance of Work order

**Note:**

1. AIC may change the above dates due to unforeseeable reasons thereof. Intimation of the same shall be notified on AIC's website and no individual communication will be sent to the bidder. Bidders are advised to regularly visit the website of the company [www.aicofindia.com](http://www.aicofindia.com) for any updates on the tender notice.
2. If a holiday is declared on the dates mentioned above, the bids shall be received/ opened on the next working day at the same time specified above and at the same venue, unless communicated otherwise.
3. AIC reserves the right to cancel this tender/notice and/or invite afresh with or without amendments, without liability or any obligation
4. For any updation/subsequent corrigendum/amendments on the tender, visit our official website [www.aicofindia.com](http://www.aicofindia.com).
5. Any bids received after the stipulated date & time shall not be considered at all and no request for ratification will not be entertained thereafter.
6. Successful Agency shall comply with any & all statutory provisions which are applicable to him for the time being in force.
7. The management reserves the right to unilaterally accept or reject any or all quotation without assigning any reason thereof. Any decision taken by the Management shall be final and binding.
8. AIC at its sole discretion may alter (increase/decrease) quantity as well as location address of Guest House. AIC reserves the right to cancel in full or part of this proposal at any stage without assigning any reason thereof.



## 9. EVALUATION PROCESS:

- a. Bid opening and evaluation committee as formed by AIC shall oversee the tender process and declare the successful bidder as per the tender process.
- b. Complete bids along with all required Annexures and other required documents is to be submitted in AIC office only.
- c. After receipt of bids, the Bid evaluation committee will scrutinize the same based on this notice and the documents provided by the bidder. The incomplete bids with mismatched profiles and/or incomplete documents / not meeting eligibility criteria will be rejected.
- d. Based on eligibility criteria (as mentioned in the tender document) supported by the relevant documents, if the Bid opening and evaluation committee is satisfied about the credentials of the Agency and found as 'fit and proper' in the light of the nature of work, a decision to declare such bid as technically qualified will be recorded.
- e. No further queries shall be entertained from the Bidders whose bid is rejected for any reason whatsoever.
- f. The bidder who has quoted the minimum rates shall be declared successful bidder and based on fulfilment of the tender requirement, will be awarded work order.
- g. In the event, two or more bidders(s) have quoted the same rate, the bidder having more experience (in terms of number of years starting from the date of incorporation) will be declared successful.

## 10. PAYMENT TERMS:

The successful bidder shall raise bill on half yearly basis supported with work execution report. AIC representative shall verify the work done. The bill finalized by the AIC representative shall be final and binding on the successful bidder and successful bidder shall have no right to dispute the same.

The payment shall be subject to TDS as per applicable laws.

## 11. OTHER TERMS AND CONDITIONS:

### A. SITE INSPECTION

All the bidders are advised to visit the site for inspection before submitting the quotations. No extra payment shall be made on any account to the successful bidder including difficulties, if any, faced by the successful bidder in the execution of the work.

### B. RESOLUTION OF DISPUTES:

In case of a dispute or difference between the AIC and the successful bidder/s relating to any matter arising out of or connected with the tender which are not settled amicably, such dispute or difference shall be referred to a sole arbitrator to be appointed mutually by AIC and Successful bidder. The award of the arbitrator shall be final and binding on the parties of this tender. The arbitration shall be carried out in accordance with the Arbitration and Conciliation Act, 1996. The venue of such arbitration shall be in Delhi and the language used will be English. Each party shall bear their own cost in this regard. Notwithstanding this, if applicable, the arbitration will be as per the procedure mentioned by the Deptt. of Public Enterprises.



C. JURISDICTION:

The Courts at Delhi shall be having the jurisdiction for the purpose of any adjudication where some dispute/difference remain unresolved in spite of arbitration.

D. RIGHT TO MODIFY OR RELAX:

AIC reserves the right to modify and/or relax any of the terms and conditions of the tender.

The successful bidder shall be solely responsible for compliance of various statutory obligations and laws as may be applicable to the nature of the tendered work and shall be registered with all relevant authorities as may be required to carry out the work mentioned in the scope of work. AIC assumes no responsibility in this regard and shall be indemnified against effect of non-observance of any such laws.

E. FORCE MAJEURE:

If the performance of any party to the tender is prevented, restricted, delayed or interfered by reason of fire, explosion, cyclone, flood, war, revolution, blockage or embargo, any law, order, proclamation, ordinance, demand or requirements of any Government or authority, strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein, or any other circumstances beyond the control of the party affected, then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to such events provided that the party so affected uses its best efforts to remove such cause of non-performance and when removed the party shall continue performance with utmost diligence. As such, the timelines shall be extended for the performance of the tender. In the event of delay due to Force Majeure for more than one month the tender may be terminated at the discretion of the AIC. Termination under such circumstances will be without any liability on either side. However, the dues for completed work shall be paid by AIC.

F. QUALITY ASSURANCE – MATERIALS AND WORKMANSHIP:

The successful bidder shall carry out and complete the work in every respect in accordance with the tender. The Officer nominated by AIC may issue, from time to time, further detailed instructions/directions in writing to the successful bidder. All such instructions/directions shall be consistent with the tender documents and should be reasonably inferable therefrom, along with clarifications/ explanations thereof, if necessary.

AIC through its nominated officer, shall have full powers to reject any materials or work due to a defect therein for not conforming to the required specification, or for materials not being of the required quality and standard or for reasons of poor workmanship. The successful bidder shall forthwith remedy the defect/replace the materials at his expense.

G. TIME IS THE ESSENCE OF THE TENDER:

Time is the essence of the tender and as such all works shall be completed strictly in accordance with the timelines mentioned in this tender.



H. CONDITIONAL BIDS/OFFER:

Any conditional bid or counteroffer shall be liable for rejection. The bidder shall accept the bid in entirety and in the event any terms is not accepted, or the bid is submitted with any conditions, such bid shall be liable for rejection.

I. BINDING EFFECT OF THE TENDER:

The terms and conditions of the tender and the subsequently issued work order/award shall decide the rights and obligation of the parties and will have binding effect on the successful bidder. No separate contract shall be executed with the successful bidder.

J. TERMINATION:

AIC shall, in addition to other remedial steps to be taken as provided in the conditions of tender be entitled to cancel the work order in full or in part, if the successful bidder:

- a. Makes default in proceeding with the works with due diligence and continues to do so even after a notice in writing from the Officer nominated by AIC, then on the expiry of the period as specified in the notice.
- b. Commits default/breach in complying with any of the terms and conditions of the tender and does not remedy it or fails to take effective steps for the remedy to the satisfaction of the Officer nominated by AIC.

Additionally, the work may be terminated by the AIC at any point of time by giving two weeks written notice to the Successful bidder if the work is not performed satisfactorily.

It is clarified that the approved bills up to the effective date of termination will be paid as per the tender payment terms.



**Annexure-A**

**TECHNICAL BID**

SNO	PARTICULARS	DETAILS
1.	Name of the Agency	
2.	Office Address	
3.	Status of the Agency (Whether firm/company/body registered or incorporated in India. Government Organization / Public Sector Unit / Partnership Firm/Limited Liability Partnership (LLP) / Private Limited Company/Public Limited Company/autonomous body/Proprietorship.	
4.	Whether the Bidder is having past experience of working with GIPSA companies (i.e, Oriental Insurance Co. Ltd., United India Insurance Co. Ltd., National Insurance Co. Ltd., New India Assurance Co. Ltd.) / Other Govt. Companies / Centre and State Govt. / Govt. Departments / PSUs or central purchase organization / Contractor of CPSE/PSE of Centre and State Govt.	
5.	Name and Mobile no. of the Authorized Person who will be responsible for bid submission and will be a single point of Contact.	
6.	Name of Chairperson/Director: Landline no: Mobile no:	
7.	E Mail Address and website address, if any:	
8.	Whether MSME and Startups (if applicable)	
9.	Landline Number: Mobile Number: Secondary Mobile Number:	
10.	GSTIN Number AND Registration Number	
11.	PAN No. of the Agency	
12.	No. of year(s) of experience in the field in Delhi NCR	
13.	Detail of similar previous work assignments handled during previous three years in Delhi NCR	
14.	Annual Average turnover for past 03 years i.e., 2019-20, 2020-21 & 2021-22)	
15.	Any other relevant information	

**NOTE –**

**Continued to next page(s) for Eligibility Qualification Checklist and list of mandatory documents**

**Eligibility Qualification Checklist and list of mandatory documents :**



**(All documents must be serially numbered and signed with official stamp)**

Sr. No.	Particulars	Status (Yes/No)	Proof attached at Page No.
1.	Technical Bid Format (Annexure-A)		
2.	Signed & Stamped cover cum undertaking letter (Form-1)		
3.	Copy of registration of firm/establishment/company		
4.	Proof showing Bidder / Contractor having past experience of working with GIPSA companies (i.e, <i>Oriental Insurance Co. Ltd., United India Insurance Co. Ltd., National Insurance Co. Ltd., New India Assurance Co. Ltd.</i> ) / Other Govt. Companies / Centre and State Govt. / Govt. Departments / PSUs or central purchase organization / Contractor of CPSE/PSE of Centre and State Govt.		
5.	Certificate for MSME and Startups (if applicable)		
6.	Copy of PAN card		
7.	Copy of GSTIN Certificate		
8.	Authorized personnel details and authorization letter		
9.	Detail of previous assignments handled on letter head		
10.	Minimum Average Annual turnover for past 03 immediate financial years (FY 2019-20, 2020-21, 2021-22) is Rs. 2.5 Lakhs (CA certificate-FORM-2 / Balance sheet / ITR)		
11.	Proof of operation in Delhi NCR only since last 3 years from the date of issuance of this Tender – 3-year-old Electricity bill or water bill or any other evidence		
12.	Signed & Stamped Tender Notice Document		

Place: .....

Date: .....

**(Signature and seal of the authorized signature)**

Note:

1. AIC reserves the right to verify the facts given by the bidder with any authority.
2. All the pages and supporting documents should be duly signed by the Authorized signatory.
3. AIC will not be responsible for any oversight if a particular document is not referred to, at designated place in the formats.





**ANNEXURE - B**

**FINANCIAL BID**

To

The Manager,  
Agriculture Insurance Company of India Ltd (AIC)  
Plate B&C, 5<sup>th</sup> Floor,  
Office Block 1, East Kidwai Nagar  
New Delhi -110023

Dear Sir,

In terms of the above-mentioned TENDER document, we submit hereunder the Financial bid for the assignment proposed by AIC :

S. No.	Scope of work	Location of AIC Office and Guest House	Quantity	Rate per AC per year (Rs.)
1	Comprehensive AMC of Split AC 2-ton capacity	Statesman House, 148 Barakhamba Road, New Delhi - 110001 (AIC Office)	22	
2	Comprehensive AMC of Cassette AC 2-ton capacity		4	
3	Comprehensive AMC of Split Inverter AC 2-ton capacity	C-5, Tower 2, Type VI, East Kidwai Nagar, New Delhi - 110023 (AIC Guest House)	6	
<b>TOTAL QUOTE AMOUNT FOR ONE YEAR</b>			<b>32</b>	
<b>Bidder's Quote in Words:</b>				

**Note:**

1. The work charges shall be quoted in rate(s) only in both words and figures in English without any overwriting, correction, error, omission, etc. for each location separately. In case of discrepancy, the rates mentioned in the words will be taken for consideration.
2. The L1 bidder will be arrived based on total quote amount.
3. Good and Services Tax (GST), as applicable, shall be paid extra by AIC as per actuals.
4. The eligible payments will be made on quarterly basis as mentioned in tender notice documents and on the rates mentioned in the Financial Bid of successful bidder.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Signature & seal of Authorized person: \_\_\_\_\_

Name of Authorized person: \_\_\_\_\_

Designation of Authorized person: \_\_\_\_\_

Bidder's Seal: \_\_\_\_\_



**FORM-1: COVER CUM UNDERTAKING LETTER**

**(ON BIDDER'S LETTER HEAD)**

To

Date:.....

The Manager,  
Agriculture Insurance Company of India Limited  
Plate B&C, Fifth Floor, Block 1, East Kidwai Nagar  
New Delhi -110023

Dear Sir,

**Subject: NOTICE REGARDING REQUIREMENT AGENCY for Comprehensive AMC of Air-Conditioners installed at AIC Office at Statesman House New Delhi and AIC Company Guest House at East Kidwai Nagar New Delhi**

Having examined the Tender notice documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as mentioned in Tender document in conformity with the said Tender documents and in accordance with the financial bid.

- A. We understand that the Tender document provides generic specifications about all the items, and it has not been prepared by keeping in view any specific bidder. We have ensured ourselves about the eligibility criteria before submitting the tender.
- B. We have read, understood and unconditionally accepts all the terms and conditions/ rules mentioned in the Tender document.
- C. We undertake that in competing for and if the award is made to us, in executing the subject tender, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
- D. We are not blacklisted in last 3 years by any Government/ Ministry/Department/PSU nor debarred from dealing with any company/ public department.
- E. We understand that AIC is not bound to accept the lowest or any offer AIC may receive. We also understand that the whole bidding exercise may be scrapped without assigning any reason and it is acceptable to us.
- F. This Bid, together with notification of award, shall constitute a binding Contract between us. We undertake to comply all the terms and conditions of the tender.
- G. We certify that we have provided all the information requested by AIC in the format requested for. We also understand that AIC has the exclusive right to reject this offer in case AIC is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to best of our knowledge and AIC reserves the right to reject the offer if anything is found incorrect.

**DECLARATION WITH REGARD TO TECHNICAL BID CRITERIA:**

We hereby undertake the following:

1. That we have experience of more than 03 years in work of Comprehensive AMC of Air-Conditioners (as mentioned in scope of work of this tender) to different clients.
2. That we have past experience of working with GIPSA companies (i.e, Oriental Insurance Co. Ltd., United India Insurance Co. Ltd., National Insurance Co. Ltd., New India Assurance Co. Ltd.) / Other



Govt. Company / Centre and State Govt. / Govt. Departments or registered suppliers of central purchase organization / Contractor of CPSE/PSE of Centre and State Govt. to carry out work relating to Comprehensive AMC of Air-Conditioners (as mentioned in scope of work of this tender).

3. That we are not blacklisted currently by any Government/ Ministry/Department/PSU nor debarred currently from dealing with any company/ public department.
4. That we meet all eligible criteria mentioned in this tender document and have submitted all documentary proofs alongwith is tender.

Place:

Date:

Seal and signature of the bidder

Name



**FORM-2**

**ANNUAL TURN OVER AND PROFIT/LOSS STATEMENT**

**(TO BE FURNISHED IN THE Letter Head of the AUDITOR/CHARTERED ACCOUNTANT)**

The annual turnover and profit/loss statement for the past three financial years of M/s \_\_\_\_\_ (name of firm/establishment/company) are given below and certified that statement is true and correct.

Sl.no.	Year	Turnover in Rs.	Profit/loss
1.	2019-20 (FY)		
2.	2020-21 (FY)		
3.	2021-22 (FY)		

Average Annual turnover (for the above three years) in (Rs.) \_\_\_\_\_

Date:

Signature of Auditor/Chartered Accountant

Place:

(Name of Auditor/Chartered Accountant)

Seal:

Membership No.:

Registration No. of firm:

UDIN no:

**Note: To be issued in the letter head of Auditor/Chartered Accountant mentioning the membership no.**

**NOTE: Balance sheet or ITR of said FYs may be submitted in lieu of this Form-2**