



INDIAN INSTITUTE OF TECHNOLOGY BHILAI  
GEC, CAMPUS, SEJBAHAR, RAIPUR-492015  
CHHATTISGARH, INDIA

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This Tender documents contains pages 01 to 14 only

NIT Amounting to Rs. 3,86,980 /- (Three Lakh Eighty-Six Thousand Nine Hundred Eighty Rupees only) approved.

AEE (E)

Deputy Registrar (Admin.)

Head of the Unit (Estate)



INDIAN INSTITUTE OF TECHNOLOGY BHILAI  
GEC, CAMPUS, SEJBAHAR, RAIPUR-492015  
CHHATTISGARH, INDIA

**Notice Inviting E-Tender (E-Procurement mode)**

**Open Tender Notice No. 01/IITBhilai/ Estate/2020-21**

Indian Institute of Technology, Bhilai, on behalf of Director, IIT Bhilai invites online tender for the AMC, initially for one year (Further extendable for one more year on satisfactory performance to be reviewed and assessed at the end of year)

<b>Details of the item</b>	<b>Name of work: - A.R. and M.O. services of buildings at IIT Bhilai during the year 2020-21</b> <b>Sub Head: Annual Maintenance Contract for split air conditioners installed at transit campus of IIT Bhilai.</b>
<b>Estimated cost</b>	<b>Rs 3,86,980.00/-</b>
<b>Earnest Money Deposit to be submitted</b>	<b>Rs. 7,740.00</b>
<b>Period of contract</b>	<b>1 Year</b>
<b>Performance Security</b>	<b>5% of Tender Amount</b>

Tender Documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>

Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at 'Instructions for online Bid Submission'.

Tender can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type 'IIT'. Thereafter, click on "GO" button to view all IIT BHILAI tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://eprocure.gov.in/eprocure/app> as per the schedule given in the next page.

No manual bids will be accepted. All quotation (both Technical and Financial) should be submitted in the e - procurement portal.

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**Schedule**

Name of Organization	Indian Institute of Technology Bhilai
Tender Type(Open/Limited/EOI/Auction/Single)	Open
Tender Category(Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/Auction/Service/ Buy/ Empanelment/Sell)	Service
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems/Air conditioning)	Air-conditioning
Source of Fund(Institute/Project)	Institute
Is Multi Currency Allowed	No
Date of issue/Publishing	11/07/2020(16:00Hrs)
Document Download/Sale Start Date	11/07/2020(16:00Hrs)
Document Download/Sale End Date	21/07/2020(16:00Hrs)
Last Date and Time for Uploading of Bids	21/07/2020(16:00Hrs)
Date and Time of Opening of Technical Bids	22/07/2020(16:00Hrs)
Tender fee	Rs 500/- (Five hundred only) Through SBI i-collect Link <a href="https://www.onlinesbi.com/sbicollect/icollecthome.htm?corpID=646425">https://www.onlinesbi.com/sbicollect/icollecthome.htm?corpID=646425</a> step1. Click Check Box to proceed for payment. step2. Select EstateTenderFee/EMD. Step3. Fill all Details and Submit (This online payment receipt may be provided in the on-line quotation/bid.)
EMD	Rs 7,740 /- (Seven Thousand Seven Hundred Forty Rupees Only) in favour of Director IIT BHILAI.
No. of Covers(1/2/3/4)	02
Bid Validity days(180/120/90/60/30)	90 days (From last date of opening of tender)
Address for Communication	Estate department, Room No 301, GEC Campus, IIT Bhilai Sejbahar, Raipur-492015
Contact No.	7000374609
Email Address	manishs@iitbhilai.ac.in

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## DETAILS AND ONLINE INSTRUCTIONS

### **For Online Bid Submission:**

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <http://eprocure.gov.in/eprocure/app>

### **Registration**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their userID / password and the password of the DSC / eToken.

### **Searching for tender documents**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

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**Preparation of bids**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

**Submission of bids**

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents as indicated in the tender document.
- 3) Bidder has to select the payment option as “on-line” to pay the tender fee / EMD as applicable and enter details of the instrument. Whenever, EMD / Tender fees is sought, bidders need to pay the tender fee and EMD separately on-line through SBI- I collect mode. (Refer to Schedule, Page No.2). The EMD in any other mode will not be accepted.
- 4) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 5) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 6) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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- 8) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other details.
- 9) Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

**Assistance to bidders**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

**General Instructions to the Bidders**

- 1) The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
- 2) Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app>.
- 3) Tenderer are advised to follow the instructions provided in the 'Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.



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**GENERAL TERMS AND CONDITIONS OF SERVICE**

1. The contract shall be valid for a period of one year from the date of award of work which shall be extendable for a period of one year at the same rate, terms and conditions subjected to satisfactory services by the service provider. No variation in the rates per unit and terms will be allowed during the contract period.
2. No additional charges or freight shall be payable towards the transportation of material and manpower during the period of contract. The service provider shall have to make all the necessary arrangements for the same.
3. Payment will be made at the end of each quarter from the date of commencement/ award of work upon the submission of following documents by the service provider:
  - i. Invoice by the service provider.
  - ii. Signed copy of the job card/ maintenance card (Performa attached in Annexure II) by the technician on site and countersigned by the person in charge of the section/ subsection of the institute.
4. The service provider shall provide at least one qualified service technician and one support person along with the technician. The identities of the service technicians and their support staff must be submitted for verification at the time of start of contract.
5. The service provider shall make his own arrangement for easy accessibility to the site irrespective of height or floors. Ladders, stool, tools and other accessories will be included in the service.
6. A schedule based on the mutual agreement of the service provider and IIT Bhilai will be prepared before the commencement of the AMC.
7. Each and every machine shall be serviced once in a quarter. However, first servicing shall be done after 7 days of the award of contract. A record of such services duly signed by the person using the machine or engineer in charge on the site has to be maintained by the service provider and submitted along with the invoice.
8. Any subsequent addition of new air conditioner will be intimated to the service provider and the same will be taken to up by the service provider on pro rata basis of the agreed rate.
9. In case of any breakdown, the complaint must be attended within the 4 hours, if no change of spare part is involved. In case, if there is any requirement of change of the spare part the complaint shall be attended within 48 hours. The record of all the complaints has to be maintained in the complaint register as per Annexure III.
10. The successful bidder will be required to submit a performance security of 5% of the total AMC cost in the name of Director, IIT Bhilai while executing the work which will be with-held till completion of contract and two months beyond warranty period.
11. In case of any delay beyond the defined schedule and timeline, the service provider will be liable to pay the penalty of 0.5% of contract value per day of delay subjected to maximum deduction of 5% of rate contract value. Failing to the condition mentioned in the clause 10, the institute shall levy a compensation of Rs.500 /- per day on the service provider and maximum of Rs.2500 /- for 5 days. After a period of 5 days, the institute reserves the right to rectify complaint at its own and the amount shall be recovered from the service provider.



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12. The service provider has to maintain the service log book, complaint register and job cards of the services rendered and issues rectified and the same has to be signed by the user and counter signed by the engineer in charge of IIT Bhilai. The service provider shall produce the same along with the quarterly invoice.
13. The spare parts used for replacement shall be procured from authorized dealer/ OEM of same make and quality as installed and the original invoice of the same shall be attached with the quarterly bill for proof of the spare
14. If the service provider is found to be non performing on a consistent basis, the Institute reserves the right to terminate the contract after giving one-month notice in writing. IIT Bhilai will not be accountable for any liability on its part. The service provider shall be accountable for any kind of liability and same shall be deducted from the security deposit of the service provider. These liabilities include the loss and damage caused to the property of IIT Bhilai or any casualty caused to the individual of the IIT Bhilai.
15. Any sum of money due and payable to the contractor, including the security Deposit, under this contract shall be appropriated by the Institute and set off against any claim to this institute for the payment of a sum of money arising out of the contract with this institute.
16. The Institute shall not be responsible for any death/ injury caused to the technician and his support staff. The service provider must ensure the safety of his staff.
17. The institute will not charge any amount from the service provider for water/ electricity used during the work.

### **SCOPE OF WORK**

1. Cleaning of air filters, indoor unit grills (and their replacement as per the requirement).
2. Cleaning of blower and condenser fan, evaporator and condenser coils along with checking and tightening of nut bolts.
3. Testing of thermostat, selector switch, relays/contactors, remote control, motor bushings and ground connections for proper functionality.
4. Checking of electrical power outlet, power cord between indoor and outdoor unit, protective circuit (MCBs) of power outlet and cooling efficiency of the air conditioners.
5. Replacement of any component of air conditioners (components of outdoor and indoor unit, inlet and outlet pipelines, electrical connections etc.) if found defective after the above checks.
6. Charging of refrigerant gas to maintain appropriate or sufficient pressure to ensure efficient functioning of air conditioners
7. Cleaning of the evaporator and condenser coils with suitable detergent/ chemical solution and flushing with high pressure water jet.
8. Identifying or investigating the source of gas leakage if any and brazing or welding the same or replacing the damaged pipe with a new one.
9. The bidder must specify a fixed amount for relocation of air conditioners which includes dismantling and re-installation of air conditioner to the new location inside the premises of the institute.

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### CRITERIA FOR ELIGIBILITY OF BIDDERS

1. Bidder should submit the copy of proof towards payment of tender fees – **Rs.500.00** and **Earnest money of Rs. 7,740 /-**
2. The Bidder may be a proprietary firm, partnership firm, authorized service center, authorized dealer, limited company, legally constituted and registered, who possess the required certificate.
3. Minimum 3 (three) years of experience in repair and maintenance of air conditioners (preferably high wall split type).
4. The bidder must have service center located in Raipur so that the complaints can be addressed promptly.
5. Firms/ Contractors must have completed satisfactorily the annual maintenance and repair of air conditioners with one similar work of value not less than **Rs. 2,50,000.00/-** or two similar works each of value not less than **Rs.1,75,000.00/-** or three similar works each of value not less than **Rs. 1,25,000/-** during last 3 years ending on date **30/06/2020** for the subject work.
6. Self-declaration on firm's letter head that they haven't been debarred or blacklisted for any services, supplies or products dealing in by any organization and no criminal case/ legal proceedings or industrial dispute is being pending or contemplated against them.
7. Completion certificates issued by reputed firms/ hotels/ hospitals/ Government Organizations/ Institutions etc. for the similar works completed by the agency.
8. Attested copy of registration certificates to be submitted. Registration of firms/ Contractors must be valid on the last day of issue of Tenders or extended date of issue of Tenders.
9. Contractor should be registered with E.S.I and E.P.F if manpower engaged by agency is more than 10 and in case of agency is having less than 10 manpower then undertaking in this regard has to be submitted.

The institute reserves the right to withdraw/ relax the above mentioned eligibility criteria and in such a situation bidder will be given sufficient time to take the changes into account. However, no relaxation will be given as far as statutory requirements are concerned

#### Notes

- Bidders must submit documentary proof in support of meeting each of the above minimum eligibility criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed and numbered on the letter head of the company and submitted with the technical bid.
- In e-tendering intending bidder can quote his rates in figures only. The rates in words, amount of each item and total is generated automatically. Therefore, the rate quoted by the bidder in figures is to be taken as correct.
- The bid submitted shall become invalid if The bidder is found ineligible. If any discrepancy is noticed between the documents as uploaded at the time of submission of bid and hard copies as submitted physically by the lowest tenderer in the office of tender opening authority.

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**GENERAL CONDITIONS OF CONTRACT**

1. The intending bidder must read the terms and conditions of the tender carefully. He should only submit his bid if he considers himself eligible and he is in possession of all the documents required.
2. Information and instructions for bidders posted on website shall form the part of the bid document.
3. Interested bidders are required to submit their bids in a serially numbered & bounded manner.
4. Interested bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their bids), the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their bid.
5. A bidder shall be deemed to have full knowledge of the site(s) whether he inspects it or not and no extra charge consequent on any misunderstanding or otherwise shall be allowed. The bidders shall be responsible for arranging and maintaining at his own cost all materials, tools & plants, facilities for workers and all other services required unless otherwise specifically provided for in the contract documents.
6. Submission of a bid by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and plant, etc. will be issued to him by the Government and local conditions and other factors having a bearing on the execution of the work.
7. The competent authority on behalf of the IIT Bhilai does not bind itself to accept the lowest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidder shall be summarily rejected.
8. Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the contractors who resort to canvassing will be liable to rejection.
9. The competent authority on behalf of IIT Bhilai reserves to himself the right of accepting the whole or any part of the bid and the bidder shall be bound to perform the same at the rate quoted.
10. In case any discrepancy is noticed between the documents as uploaded at the time of submission of the bid online, then the bid submitted shall become invalid. The bid for the services shall remain open for acceptance for a period of **ninety (90) days** from the date of opening of financial bids, if any bidder withdraws his bid before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the bid which are not acceptable to the department, then the IIT Bhilai shall, without prejudice to any other right or remedy, be at liberty to forfeit 50% of the said earnest money as aforesaid. Further the bidder shall not be allowed to participate in the re-bidding process of the services.
11. This notice inviting bid shall form a part of the contract document. The successful bidder / contractor, on acceptance of his bid by the Accepting Authority shall within 15 days from the stipulated date of start of the service, sign the contract consisting of the Notice Inviting Bid, all the documents including additional conditions, specifications and schedules, if any, forming part of the bid as uploaded at the time of invitation of bid and the rates quoted online at the time of submission of bid and acceptance thereof together with any correspondence leading thereto.

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**Open Tender Notice No. 01/IITBhilai/ Estate/2020-21**

**Format of financial bid to be uploaded as BoQ**

S No	Description	Quantity (No.)	AMC rate per unit	Total amount
1	AMC of 2.0 Ton AC			
2	AMC of 1.5 Ton AC			
<b>Total</b>				
<b>Applicable tax</b>				
<b>Grand total</b>				

**DECLARATION**

I/ we do hereby accept all the terms and conditions laid down in the tender document for the above said work. I/ we also agree to the condition that the right to suspend the tender process or part of the process, to accept or reject any or all the tenders at any stage of the process and/ or to modify the process or any part thereof at any time without assigning any reasons thereto is reserved by the Competent authority of the Institute without any obligation or liability whatsoever.

Signature of the Bidder with date and seal

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ANNEXURE-I

<< Organization Letter Head >>  
DECLARATION SHEET

We, \_\_\_\_\_ hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

This is certified that our organization has been authorized (*Copy attached*) by the OEM to participate in Tender. We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, OEM has agreed to support on regular basis with technology / product updates and extend support for the warranty.

The prices quoted in the financial bids are subsidized due to academic discount given to IIT BHILAI.

We, further specifically certify that our organization has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.	NAME & ADDRESS OF THE Vendor/ Manufacturer / Agent
1 Phone	
2 Fax	
3 E-mail	
4 Contact Person Name	
5 Mobile Number	
6 GST Number	
7 PAN Number	
(In case of on-line payment of Tender Fees)	
8 UTR No. (For Tender Fee)/DD Detail (In case of on-line payment of EMD)	
9 UTR No. (For EMD)/DD Detail	
10. Bank details of bidder (Name of Bank)	
11. Bank Branch Address with Phone No.	
12. IFSC Code	
13. MICR code of Bank	
14. Bank Account No	
15. Type of Bank account	

(Signature of the Tenderer)

Name & Address of the bidder :

Seal of the Company

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**Annexure II:**

**Job Card Performa**

S.N.	Date	Location	General Service details	Ampere	Pressure of Refrigerant	Sig. of Technician	Sig. of Occupant	Remarks

**Annexure III:**

**Complaint register Performa**

S.N.	Date	Time	Name of the technician assigned	Location	Nature of complaint	Complaint attended on Date/Time/Sig.	Sig. of Occupant	Remarks

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**BID SUBMISSION**

**ONLINE BID SUBMISSION:**

The Online bids (complete in all respect) must be uploaded online in **two** Envelops as explained below:-

<b>Envelope – 1</b> (Following documents to be provided as single PDF file)			
Sl. No.	Documents	Content	File Types
	Technical Bid	Organization Declaration Sheet as per Annexure – I	.PDF
2.		Self-Attested Certificate of work experience	.PDF
3.		Certificate of Registration of GST.	.PDF
4.		EPFO & ESIC Registration proof	.PDF
5.		Any other document as specified in the NIT	.PDF
6.		Self-Attested Copy of Enlistment Order of appropriate Category	.PDF
7.		Proof of submission of Tender Fees and EMD UTR No.	PDF
8.		Certificate/affidavit proving non black listing	PDF
<b>Envelope – 2</b>			
Sl. No.	TYPES	Content	
1.	Financial Bid	Price bid should be submitted in BOQ format.	.Xls