



THE ORIENTAL INSURANCE COMPANY LIMITED
(A GOVT OF INDIA UNDERTAKING)

REQUEST FOR PROPOSAL
For
Annual Maintenance Contract for
Window/Split Air-Conditioners and Water
Coolers

Tender No. : HO/Estate/2018/03

CHIEF MANAGER
ESTATE DEPARTMENT
HEAD OFFICE "ORIENTAL HOUSE"
A-25/27, ASAF ALI ROAD, NEW DELHI-110002

Submitted by:
Signature: _____

Name: _____

Contact No.: _____

Signature of Bidder



Important Notice

THIS TENDER DOCUMENT IS NOT TRANSFERABLE.

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Bidders are advised to study this tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

The response to this tender should be full and complete in all respects. Incomplete or partial bids shall be rejected. The bidder must quote for all the items asked for, in this tender/ Request for Proposal.

The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation and demonstration for the purposes of clarification of the bid, if so desired by OICL. OICL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

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Name of Bidder/Co. Name:

Signature of Bidder with Seal



BRIEF ABOUT OICL

Brief about OICL: The Oriental Insurance Company Limited (OICL), a public sector non-life insurance undertaking under Ministry of Finance, is ahead of its peers in the industry in adopting information technology. OICL has been enjoying the highest rating from leading Indian credit rating agencies CRISIL and ICRA.

OICL has its head office at New Delhi, 30 regional offices in various cities, Oriental Staff Training College (OSTC) at Faridabad, 300+ divisional offices, 600+ branch offices, Regional Training Centers, Service Centers and 300+ extension counters/micro offices geographically spread out across India. For more than a decade, OICL has leveraged information technology to serve its customers effectively. Apart from the Core-Insurance application, OICL has various centralized applications. The company also has presence in Nepal, Dubai and Kuwait.

Company has more than 100 general insurance products to cater to the varied insurance needs of its customers. It also has a strong workforce of about 15,000 employees and over 35,000 agents. The Company has a web portal www.orientalinsurance.org.in for use of its customers and agents with a provision for premium calculator, payment gateway and online issue/ renewal of policies.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



Table of Contents

S. No.	Description	Page No.
1	NOTICE OF INVITATION TO TENDER	5
2	SCHEDULE	8
3	GENERAL TERMS & CONDITIONS	9
4	OTHER TERMS & CONDITIONS	13
5	DETAILS OF FIRM	17
6	AGREEMENT FORM	19
7	FINANCIAL BID	21

Name of Bidder/Co. Name:

Signature of Bidder with Seal

NOTICE INVITING TENDERS

For ANNUAL MAINTENANCE CONTRACT OF WINDOW/SPLIT AIR-CONDITIONERS, WATER COOLERS BY THE ORIENTAL INSURANCE COMPANY LIMITED

ELIGIBILITY CRITERIA:

Sealed tenders are invited from various vendors for the Annual Maintenance Contract for maintenance of Window/Split Air Conditioners and Water Coolers of various makes from eligible vendors as per eligibility criteria given below:-

- a) The vendor should have executed similar contract in Govt. / PSU / Autonomous bodies.
- b) The vendor should have facility of Service of reputed brand like Voltas/LG/Blue Star/Hitachi/Daikin/Mitsubishi/Carrier and should be an authorized service partner for services for any of the above make. (Certificates required)
- c) The vendor should have experience of 05 years or more on maintenance preferably in Govt. / PSU / Autonomous offices. (Certificate required)
- d) The vendor should have sufficient trained man power and workshop facility. Address of Workshop, List of worker along with their qualifications be submitted.
- e) The vendor should have GST registration with the relevant statutory authority.
- f) The company / firm should have its registered / branch office in Delhi.
- g) The vendor should be a profit making firm and having annual turnover for service contracts minimum of Rs. 5 Lac. The Balance sheet/P&L account for the past three years ending 31.03.2017 should be submitted along with tender.
- h) The bidder shall submit latest solvency for Rs. 3 lakhs or more, in original, from any Scheduled Bank where the contractor is maintaining his account. The Certificate should not be more than 3 month old from last date of issue of tenders.

The bidder may purchase the tender form, before the last date, from the office of Chief Manager, Estate Department, The Oriental Insurance Company Limited, "Oriental House", Head Office, A-25/27, Asaf Ali Road, New Delhi – 110002 by submitting a DD towards cost of tender document in the name of "The Oriental Insurance Co. Ltd." payable at New Delhi. Alternatively, the bidder may download the Tender document from the Company's website from the following link www.orientalinsurance.org.in or GOI website <https://eprocure.gov.in/cppp>. The downloaded tender form must be accompanied by a DD towards cost of tender document at the time of submission in the name of "The Oriental Insurance Co. Ltd." payable at New Delhi and should be submitted in Technical Bid.

All tender forms must be complete in all respects and dropped before the last date and time, mentioned, in the Tender Box placed at the above-mentioned address along with the other tender documents and an additional DD drawn in favour of "The Oriental Insurance Co. Ltd." payable at New Delhi, towards the Earnest Money Deposit (EMD).

Bidders will submit "Technical Bid" and "Commercial Bid" in two separate sealed envelopes, addressed to The Chief Manager, Estate Department, The Oriental Insurance Company Limited, Oriental House, Head Office, A-25/27, Asaf Ali Road, New Delhi-110002.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



Both the sealed envelopes of “Technical bid” and “financial bid” should be kept in third envelope sealed and superscribed with the name of work on the top of envelope.

In the Technical bid, the bidders will have to accept all the terms and conditions as mentioned in tender document. The validity period of the tender shall be for 90 days from the date of opening of tender document.

Bidder will also have to deposit the following documents in the Technical Bid.

1. Company’s profile on the letter head bearing full address and it must contain the following details along with self-attested proof of all the documents:
 - i) Place of registration
 - ii) GST No.
 - iii) PAN No.
 - iv) Telephone / Mobile No. / Email ID
 - v) Official Address along with Contact Details & email address.
 - vi) The Balance sheet/ P&L Account for the past three years.
 - vii) DD of EMD
 - viii) Certificates as mentioned above.
2. “Commercial Bids”, Annexure-III in respect of only those tenders/bidders will be opened, whose “technical bids” have been found acceptable as per eligibility criteria as prescribed.

OICL reserves the right to accept / reject any or all of the quotations without assigning any reason what so ever. Unrealistic prices quoted by the bidder would debar them from being considered for this and future contracts by this office. Tender submitted without a valid earnest money shall be disqualified.

The right is reserved by the OICL to revise or amend the tender documents prior to the date notified for submission of the tender. The addendum or corrigendum shall be notified/published at company’s Website. Bidders are advised to look at company’s website regularly for any such addendum/corrigendum.

The Earnest Money will be refunded without any interest to all the unsuccessful tenders after the award of the work subject to the relevant provisions in the tender documents. Any false information furnished by the contractor shall lead to the forfeiture of the earnest money.

Applications are liable to be summarily rejected due to incomplete, incorrect information and / non fulfilment of eligibility criteria. OICL’s decision shall be final and binding on the bidders.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



Sealed tenders/envelopes super scribed as “AMC for Window/Split Air Conditioners and Water Coolers” should be addressed to:-

Chief Manager
Estate Department
The Oriental Insurance Company Limited
“Oriental House”, Head Office
A-25/27, Asaf Ali Road
New Delhi – 110002

and must be submitted by due date and time of submission date. Tenders received thereafter will not be considered. Authorized representatives of company may be present at the time of opening of tender.

The contractor shall not be entitled for any compensation for loss suffered by hindrance on account of delays in commencing, executing the work, whatever the cause for such delays.

Chief Manager
Estate Department

Name of Bidder/Co. Name:

Signature of Bidder with Seal

Schedule of Tender

S. No.	Event	Details
1	Tender Cost	₹ 2,950/-
2	Sale of tender	From: 28.03.2018 to 17.04.2018 Timings: 11:00 AM to 3:00 PM or may be downloaded from web-sites.
3	Last date for submission of bids with all documents & annexures (duly signed by Owner/Authorised representative of Co./Firm etc. on each page)	18.04.2018 up to 3.30 PM
4	Opening of technical bid	18.04.2018 at 4:00 PM
5	Presentation on technical bid by bidders, if required	Will be communicated by Phone/email etc.
6	Opening of commercial bids	Will be communicated by Phone/email etc. to the bidders who qualify after scrutiny of Technical Bid.
7	Estimated Contract Value	Rs. 3 Lakhs
8	Earnest Money Deposit (EMD)	Rs. 25,000/-
9	Contract Period	Two Years
10	Security Deposit	10% of Contract Value
11	Total Retention Amount	EMD Plus Security Deposit

Name of Bidder/Co. Name:

Signature of Bidder with Seal



Annexure-I

GENERAL TERMS AND CONDITIONS

1. DEFINITIONS:

In construing these conditions and specifications, schedule of quantities and contract agreement, the following works shall have the meaning herein assigned to them except where the subject or context otherwise requires:

- a) OICL shall mean The Oriental Insurance Company Limited.
- b) "Employer/Owner" means The oriental insurance company Ltd., New Delhi-110002 on whose behalf tenders are invited and includes its legal representatives.
- c) "Contractor" means the person or persons, firm and company whether incorporated or not, employed as contractor by the Employer for undertaking the work and shall include Contractor's representatives, successors, legal heirs and permitted assigns.
- d) "Chairman and Managing Director" will means the Chairman and Managing director of The oriental Insurance Company Limited at the relevant time. Relevant time will mean the time when action is taken under this Agreement.
- e) "Contract" means the documents forming the tender and acceptance those of and the Contract Agreement between the Oriental Insurance Company Ltd., Asaf Ali Road, New Delhi and the contractor, if executed together with the documents referred to therein including the terms and conditions, general and special specifications/conditions, designs, financial bid, schedule of quantities and instructions issued from time to time by the consultant/OICL Officer in-charge and all these documents taken together shall be deemed to form one contract and shall be complimentary to one another
- f) "Contract Price" means the sum named in the Letter of Acceptance subject to such additions or deductions there from as may be made under the terms of the Contract.
- g) "Works" means the work to be executed in accordance with the contract.
- h) "Temporary Works" Means all temporary Work of every kind required for the execution of the works by the contractor.
- i) "Specifications" means the specification annexed to or issued with the tender and any modification thereof or additions thereto as may be from time to time furnished or approved n writing by the Consultants/Employer.
- j) "Site" means Company's Head office located at A-25/27, Asaf Ali Road, New Delhi-110002, the works are to be executed or carried out and any other places provided by the employer or used for the contract as per Annexure -II.
- k) "Approved" means approved in writing, including subsequent written confirmation of previous verbal approval and "approval" means approval in writing including as aforesaid,
- l) Witten notice shall be deemed to have been duly served if delivered in person to the individual or to a member of the firm or to an office of the corporation for whom it is intended, or if delivered at or sent by registered

Name of Bidder/Co. Name:

Signature of Bidder with Seal



mail to the last business address known to him who gives the notice or through email.

- m) Bidder shall mean the firm who participates in the tender and submits its Bid.
- n) Bid/ Proposal shall mean the Bid submitted by the Bidders in response to this tender.
- o) Successful Bidder: The Bidder who inter alia meets the following requirements
 - i. meets the Technical and Financial criteria;
 - ii. whose Bid Proposal are acceptable to the OICL and
 - iii. adheres / consents to all other conditions laid by OICL.

2. SINGULAR AND PLURAL

Words importing the masculine gender or singular number shall also include the feminine gender and plural and vice versa where the context so requires.

- 3. The consultant, if appointed by OICL, shall be the owner's representative. The consultant shall periodically visit the site to familiarize himself generally with the progress and the quality of the work and to determine in general if the work is proceeding in accordance with the contract document During such visits and on the basis of his observation while at the site he shall keep the owner informed of the progress of the work shall endeavor to guard the owner against defects and deficiencies in the work of the contractor and he shall condemn work which fails to conform to the Contract Document. He shall have authority to stop the work whenever such stoppage may be necessary in his reasonable opinion to ensure the proper execution of the contract.
- 4. The number of AC units and water coolers to be covered under AMC may increase or decrease during the period of contract.
- 5. During the period of contract the vendor company will be responsible for proper and consistent functioning of all the air conditioners and water coolers.
- 6. In case any machine goes out of order, the repair work should be carried out by the vendor company in the premises of installation. Only such work, which cannot be executed in the premises of installation will be allowed to be carried out in the workshop of the company with the prior permission of OICL for which no extra charges like cartage etc. will be paid. The maximum period for repair at workshop shall be of 48 hrs (2 days). Beyond the stipulated period a penalty of Rs. 500.00 per day shall be imposed and shall be recovered from the bill/payments of subsequent month/s.
- 7. An amount of Rs. 25,000/- should be deposited along with Bid in the form of Account Payee Demand draft / Bankers Cheque drawn favoring THE ORIENTAL INSURANCE COMPANY LIMITED. The EMD of unsuccessful bidders will be returned after the award of contract.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



8. The payment will be made to the AMC holder on quarterly basis on successful completion of each quarter (03 months) on submission of the bill in duplicate along with satisfaction report from the concerned deptt./ on the quoted rates as approved by the OICL.
9. Bidder is advised to visit the site of AC installations before quoting the price.
10. The bidder is advised to acquaint himself with the job involved, examine site conditions, labour, power, water, material availability, transport, communication facility, environmental regulation, laws & bye laws of statutory bodies and collect all information that is necessary for preparing the bid and for entering into a contract. The cost of visiting the site and collecting information for the purpose of the bid shall be on bidder's account.
11. While submitting the quotation, the bidder will be deemed to have accepted, understood and accepted all the terms and conditions stated in this document and no change, whatsoever will be entertained by OICL
12. The air- conditioners shall be taken over for AMC contract on "as is where is" installed basis. The AMC of newly purchased ACs shall be considered/given in AMC only after expiry of warranty period.
13. Dismantling/reinstallation of window/Split Air conditioner/Water Coolers shall be considered in the quoted rates of AMC; however, the cost of refrigerant Gas, insulated refrigerant piping, interconnection cables and drain pipe will be paid extra on actual at prevalent market rates.
14. The contractor shall ensure that all air conditioners/water coolers are in proper working conditions throughout the contract period.
15. The approximate numbers of ACs & water coolers to be covered under AMC are 92 & 14 respectively. However, the exact nos./quantity may increase or decrease at the time of issuing of work order/during the contract period.
16. OICL reserves the right to give any or all the items in AMC. And also during AMC period, the item can be deleted/added.
17. If any item become unserviceable, OICL may get it repaired/replaced at a maximum of cost of repaired/replacement of same or equivalent equipment from open market and the cost of the same will be deducted from the quarterly AMC payments.
18. No interest will be paid on EMD amount. The EMD will be forfeited, if bidder withdraws his bid during the period of bid validity.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



19. Any bid received by the OICL after the prescribed date and time for submission will be returned unopened to the bidder.
20. The contract will be awarded to the bidder whose bid has been determined and found to be eligible and to be substantially responsive to the bid documents and who has offered the lowest evaluated bid of bill of quantity, provided further that the bidder has the capability and resources to effectively carry out the contract works.
21. The contract is initially for a period of 24 months from the date of its award and can be extended for further period on mutual consent on the same rates, terms and conditions.
22. OICL reserves the right to reject or to accept any quotation, in whole or in part, without assigning any reason what so ever.
23. OICL reserve the right to cancel the contract at any time in case of unsatisfactory services provided by the vendor during the currency of contract by giving 30 days' notice. OICL's decision shall be final in this regard and the security deposited will be forfeited.
24. **Clarifications:** All clarification regarding the purchase/bid should be sought in writing, from

**CHIEF MANAGER
ESTATE DEPARTMENT
HEAD OFFICE "ORIENTAL HOUSE"
A-25/27, ASAF ALI ROAD
NEW DELHI-110002**

Clarifications can be sought up to the last date of submission of tender.

Chief Manager (Estate)

**All Terms & Conditions of this Tender
Document Accepted.**

Name of Bidder/Co. Name:

Signature of Bidder with Seal



Annexure-II

OTHER TERMS & CONDITIONS OF CONTRACT

1. SCOPE OF SERVICE

The scope and nature of services to be provided by the contractor shall include scheduled preventive maintenance services which cover periodic and break down servicing, along with replacement of defective spare parts, including compressor and other consumables, if required during the contract period. The rate quoted for services shall also include the charges for deputing manpower (One Mechanic and One helper) on all working days from 9.00 AM to 6 P.M (excluding service tax) and routine maintenance service which shall include at least the following services:

Checking and servicing of the AC unit/Water Cooler two times in a year & de-scaling of units if required, which includes:

1. Replacement of Filter.
2. Checking operation of controls of the air- conditioners such as thermostat, relays, remote control etc.
3. Checking air flow through the supply air grill, return air grill, condenser
4. Checking operation of the drive motors and fans
5. Checking air temperature at supply air grill, return air grill, Inlet air condenser, outlet air from condenser
6. Checking Firmness of supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of air-conditioners etc. Anti-rusting Painting of the MS portion prone to rusting
7. Replacement of any component of air conditioners found defective after the above checks and tests.
8. Cleaning the condenser and evaporator coils with suitable detergent /chemical solution and flushing with high pressure jet of water.
9. Greasing of blower motors and all moving parts.
10. Cleaning of water coolers on weekly basis.

Attending to any breakdown call made immediately on receipt of verbal/written complaint during office hours on all days except. Sunday and National Holidays. The time for rectification of defect shall not exceed 48 hours in any case.

Providing a service unit, free of charges during the repair of AC unit in the workshop.

Supply free of charges, of all the spares and materials including consumables, compressor found defective and necessary for the unit excluding the following:

- a) Replacement of sheet metal part, front panel / grill, outer wrapper / casing.
- b) Replacement of cooling and condenser coil.
- c) Heating systems is not included.
- d) Voltage stabilizers are not included.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



The servicing and maintenance shall be carried out without disturbing the normal functioning of the office, The filters shall be cleaned on weekly basis and record thereof shall be maintained.

The history sheet of servicing/breakdown repairing of each and every unit shall be maintained. The copy of report shall be submitted along with the bill subsequent to the servicing activity. The cleaning/ minor repair of stabilizers shall be covered under the AMC contract.

2. DURATION OF CONTRACT

The contract would be initially for a period of 24 months from the date of commencement of work. It can be extended further on the same terms and conditions, if both parties desire/agree.

3. SECURITY DEPOSIT

The success bidder shall pay an amount equivalent to 10% of accepted bid amount on acceptance of tender, as Security Deposit. The amount cannot be utilized by contractor towards adjustment of any liability of the contractor.

In case of default on the part of contractor to perform and observe any covenant, conditions and provisions herein contained, it shall be lawful for OICL in its absolute discretion to forfeit the whole of the security deposit or a part thereof without prejudice to any other right or remedy that may be available to it against the Contractor under this agreement, for such breach.

The security deposit will be refunded only after satisfactory fulfilment of the contract. In case the contractor abandons the contract or leaves the contract unperformed, the Security Deposit is liable to be forfeited.

4. ATTENDING COMPLAINTS

The contractor shall provide services of an expert Mechanic & helper having knowledge and experience in the Checking and servicing of the AC units stated under-price bid on daily basis exclusively for Oriental House building from 9.00 a.m. to 6.00 p.m. on all working days (excluding Sunday).

If the contractor fails to maintain the required manpower, OICL is empowered to deduct as penalty at the rates indicated below from their bill:

1. Mechanic Rs.1000/- per day.
2. Helper Rs. 500/- per day.

The contractor is also required to work on holidays in case of need for which no extra payment shall be made. Daily attendance and complaint register must be maintained and will be produced before the Department in charge/Estate Department. The contractor will submit bill once in a quarter reported with documentary proof for salary paid to their staff, which will be paid within seven days. The contractor shall be wholly responsible for theft, burglary, fire or any other mischievous done by his staff.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



5. UNSATISFACTORY PERFORMANCE

If the performance of the contractor is not satisfactory and he fails to attend the complaints in time as stipulated in the tender, fails to attend the complaint to any of the works as contained in the scope of work, recovery from his bills will be made. The decision of the OICL in respect of the magnitude of non-performance and its recovery thereof shall be binding on the contractor.

The contractor shall be responsible for the acts and deeds of its staff. OICL will in no way be responsible for violation of any applicable law, rules and / or other loss caused either by the contractor or its staff.

OICL reserves its right to recover from periodical payments to be made to the Contractor, any loss or damage that may be caused to the equipment, machinery, building or any other property of OICL by negligence or any other reason whatsoever by the Contractor.

The contractor shall be bound to maintain service record of complaints received and attended by his staff. The Staff will be under the control and supervision of the Contractor including their performance and discipline.

The Contractor shall be responsible to comply with the provisions of all the applicable laws and other enactments and amendments made thereto, from time to time and the labour laws as may be in force and applicable.

None of the staff of the contractor shall be liable to claim any sort of employment with OICL.

The Contractor shall ensure that the workmen employed are medically fit and in sound mind and health.

The contractor would ensure that his staff must have Identity cards to enter the premises of the OICL for due performance of duties.

OICL expects that contractor to ensure that his staff should maintain polite and courteous behaviour.

The contractor should ensure that his staff should not be under the influence of liquor or any other such substance while on duty and any damage caused by such of the contractor's employee will be borne by the contractor.

6. POLICE VERIFICATION AND COMPLIANCE OF SECURITY REQUIREMENTS:

The contractor will ensure that its staff must have Security Passes / Identity Card to enter the premises of the OICL to attend the duties.

The staff should be polite and courteous.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



The contract will ensure that his staff should not be under the influence of liquor while on duty and any damage to the OICL property will be borne by the contractor.

The contractor shall take out workman Compensation Policy covering all the workman and submit it to the OICL. This policy should be in the Joint name of OICL and Contractor. The insurance should cover the period of contract.

7. PAYMENT TERMS:

The payment will be made after deducting the TDS and other eligible taxes. The contract amount shall be inclusive of all taxes, levies etc. but excluding the Service Tax as enforced by Govt. as per its applicability. The vendor shall indicate percentage and amount of service tax in their bill separately and it will be paid to him along with the payment.

No escalation shall be granted on any account over the rates quoted in the tender.

8. TERMINATION :

OICL would be at the liberty of terminating the agreement by giving the contractor a written notice of one clear month.

9. GENERAL INSTRUCTIONS:

All entries in Tender Documents must be made in English. They must be hand written in INK and must not be TYPED.

Tenderer should quote in figures as well as in words the rates tendered. Special care must be taken in writing the rates in figure as well in words to avoid the possibility of interpolation. Erasures and alterations must be avoided, but if made unavoidable, the wrong figures and words must be neatly scored out under the full signature of the Tenderer and the correct figures and words neatly re written but not overwritten. **OVERWRITING IS NOT PERMITTED.**

In the event of any discrepancy between the rates quoted in words and the rates in figures the former shall prevail. Similarly if rates are written in Hindi & English, the English words shall prevail.

Contractors are requested to note that if they have got firms in different name, they should submit the quotations in the name of only one firm.

The tenderer shall bear all the expenses in connection with the submission of tender. All the pages of tender documents should be signed and stamped by the tenderer.

The tenderer whose tender is accepted is bound to execute a formal agreement with the OICL.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



Details of Firm

1.	Name of the Firm / Company :	
2.	Registered Address: Address for Communication:	
3.	Contact Information Office Phone Number: Residence Phone Number: Mobile Number: Fax: E-Mail:	
4.	Status of the Firm: (Please tick appropriate box & attach proof)	<input type="checkbox"/> Company <input type="checkbox"/> Partnership <input type="checkbox"/> Proprietary Firm <input type="checkbox"/> Individual
5.	Year of Establishment:	
6.	Registration Details Companies / Firm Registration Number & Date: Income Tax PAN No.: Goods & Service Tax No.: (attach proof)	
7.	Income Tax Turnover of the Company / firm (Please attach copy of audited balance sheet and profit & loss account / IT Returns for last three financial years)	
8.	Details of works done in last 5 years. Please mention only those works which qualifies.	1.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



		2.		
		3.		
9.	Specify the maximum value of work done in a year:	Rs.	Year	
10.	Name & Address of Bankers (Enclose Solvency Certificate in Original)	<input type="checkbox"/>	YES	
		<input type="checkbox"/>	NO	
11.	Details of three responsible clients/ persons to whom the major works carried out by the applicant with address and telephone number who will be in a position to certify about the quality as well as past performance of your organization	1.		
		2.		
		3.		
12.	Details of service network in Delhi / details of engineers and persons to be entrusted with the responsibility of maintenance / service be attached along with their technical qualification and experience.			
13.	Details of Tender Fee	DD No.	Date	Issuing Company / Branch
	Details of EMD			

DECLARATION

1. All the information furnished by me / us here above is correct to the best of my knowledge and belief.
2. I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets / Annexures.
3. I / We agree that the decision of The Oriental Insurance Company Ltd.in selection of contractor will be final and binding to me / us.
4. I / We have read the instructions and I / we understand that if any false information is detected at a later date the tender shall be cancelled at the discretion of the Company and liable for any action, as deem fit by the OICL.

Place: SIGNATURE

Date: NAME & DESIGNATION

SEAL OF ORGANISATION

Note:
Where copies are to be furnished, they have to be certified copies by the concerned agencies.

Name of Bidder/Co. Name: Signature of Bidder with Seal

Agreement Form

THIS AGREEMENT made on this _____ day of _____ between The Oriental Insurance Company Limited (hereinafter “the Purchaser”) of one part and “<Name of Seller>” (hereinafter “Contractor”) of the other part:

WHEREAS the Purchaser is availing the service for the maintenance of Window/Split Air conditioners and Water Coolers and has accepted a bid by the Contractor for the services for the maintenance of Window/Split Air conditioners and Water Coolers in the sum of _____ (Contract Price in Words and Figures) (hereinafter “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expressions shall have the same meaning as are respectively assigned to them in the Conditions of Contract referred to.

The following documents shall be deemed to form and be read and construed as part of this Agreement viz,

- ❖ The Conditions of Contract
- ❖ The Purchaser’s Award Letter
- ❖ Tender No. HO/Estate/2018/03 Dated 28.03.2018 duly Signed by the Seller/Bidder
- ❖ General Terms and conditions
- ❖ Scope of work
- ❖ BOQ

Whereas the vendor has deposited DD of Rs/- (Rupees) with the OICL as security money for the performance of the agreement.

NOW IT IS HEREBY AGREED AS FOLLOWS:-

1. In consideration of the payment to be made to the vendor as herein provide he shall upon & subject to the said conditions execute and complete the work shown upon the said conditions and schedule of quantities.

2. OICL shall pay the vendor such sums as shall become payable hereunder at the kinds and in manner specified in conditions.

3. The said conditions shall be read and form part of the agreement and parties will hereto respectively abide by/submit themselves to the conditions and stipulation and perform the agreement on their part respectively as contained in such conditions.

4. It is also agreed that OICL may in the event of termination of contract as provided herein, having regard to exigencies of matter, arrange maintenance/repair/replacement of parts etc. in discretion from any other source/agency from the date of notice. In the event of termination of contract for non-satisfactory performance of the contract, the security

Name of Bidder/Co. Name:

Signature of Bidder with Seal



deposit made by contractor shall stand forfeited. OICL is not liable to pay any interest on the security deposit made by the contractor.

5. The Annual service contract includes preventive maintenance service during the year and any nos. of breakdown calls.

6. All the disputes arising out of or in any ways connected with this agreement shall be deemed to have arisen in New Delhi & only in the Courts in New Delhi shall have jurisdiction to determine the same.

7. The contract has been carefully read by us and fully understood by us.

8. The agreement is for period of _____ from _____ to _____ for Rs. _____ per annum (including GST).

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day, month and the year first above written.

Signed, Sealed and Delivered for "The Oriental Insurance Co. Ltd." by it's constituted Attorney		Signed, Sealed and Delivered for _____ by it's constituted Attorney	
Signature	Signature	Signature	Signature
Name	Name	Name	Name
Designation	Designation	Designation	Designation
Address	Address	Address	Address
Company	Company	Company	Company
Date	Date	Date	Date
Company	Company	Company	Company
Seal	Seal	Seal	Seal
Witness I		Witness II	
Signature	Signature	Signature	Signature
Name	Name	Name	Name
Designation	Designation	Designation	Designation
Address	Address	Address	Address
Company	Company	Company	Company
Date	Date	Date	Date

Name of Bidder/Co. Name:

Signature of Bidder with Seal

Annexure-III

FINANCIAL BID

(To be submitted in separate sealed envelope and on Company's letterhead)

To,
 The Chief Manager
 Estate Department
 Head Office, "ORIENTAL HOUSE"
 A-25/27, Asaf Ali Road
 New Delhi – 110002

Dear Sir,

RE: Annual Maintenance Contract (Comprehensive with Parts) for Window/Split Air-Conditioners and Water Coolers: Tender No. HO/Estate/2018/03 Dated 28.03.2018.

The details of rates for the award of Annual Maintenance Contract (Comprehensive with Parts) for Window/Split Air Conditioners/Water Coolers are as follows:

(The tenderer shall quote in figures and in words)

Description of AC	Capacity of AC Units in Tonnage	No. of Units	Total TR	Basic Rate per Unit (₹)	GST (₹)	Total Amount (₹)
Window ACs	1	0	0			
	1.5	54	81			
	2	3	6			
<i>Sub Total</i>		57	87			
Split ACs	1.5	13	19.5			
	2	21	42			
	3	1	3			
<i>Sub Total</i>		35	64.5			
G. TOTAL		92	151.5			
Water Cooler	Various Capacities	14	-----			

Submitted by:
 Signature: _____

Name: _____

Contact No.: _____

Name of Bidder/Co. Name:

Signature of Bidder with Seal