



KERALA MEDICAL SERVICES CORPORATION LIMITED

(Dept. of Health & Family Welfare, Govt. of Kerala)

Thycaud P.O, Thiruvananthapuram,

Kerala - 695 014

Comprehensive Annual Maintenance Contract (CAMC)

For Ductable Split Air Conditioning Units Installed at Head Office of KMSCL

Quotation No-KMSCL/Projects/Quot-45/2025/R

Name:

Address

Signature

Last date and time for the receipt of quotation: 12.05.2025 03.00 P.M

Date of opening quotation bid: 12.05.2025 04.00 P.M

NOT TRANSFERABLE

For details;

e-mail: elec.kmscl@kerala.gov.in

INDEX

Sl. NO	DESCRIPTION		PAGE NO.
1.	SECTION - I	Introduction	3
2.	SECTION - II	Scope and Description of Contract	4
3.	SECTION - III	Terms & Conditions	5
4.	SECTION - IV	Scope of work	8
5.	ANNEXURE - I	General Information about the Bidder	10
6.	ANNEXURE - II	Price Bid Form	12

SECTION I INTRODUCTION

- 1.1. The Kerala Medical Services Corporation Limited - KMSCL (Tender Inviting Authority) is a fully owned Government of Kerala company set up in 2007 for providing services to the various health care institutions under the Department of Family Welfare and Health. One of the key objectives of the KMSCL is to act as the central procurement agency for all essential drugs and items for all health care institutions (hereinafter referred to as user institutions) under the department.
- 1.2. Ductable Split AC Units of Various Ranges were installed in the Head Office of KMSCL at Thycad from 2014 onwards and the after warranty period maintenance were carried out through the original equipment manufacturer or authorized dealers of OEM's available in the state who can provide better service and attend breakdowns in a short span of time.
- 1.3. In this Quotation, the lowest price is not the sole criteria for selection. The bid system, which is followed, has been designed to eliminate those which do not match the technical specifications/Qualifications or not having the proven experience and to eliminate firms that do not have the financial or technical capability to provide the CAMC.
- 1.4. The payment to the successful bidder will be settled within 15 days from the date of submission of proper invoices and other relevant documents.
- 1.5. Amendments in the terms and conditions of the tender documents may be resorted to on the basis of expert advice to see that more than one firm qualifies for the final round.

Looking forward for a long standing relation with you.

Best wishes,



Date: 06.05.2025

Managing Director, KMSCL

&

Tender Inviting Authority

SECTION II

SCOPE & DESCRIPTION OF CONTRACT

2.1 General Definitions

- 2.1.1 *Government* means Government of Kerala, represented by the Secretary to Health & Family Welfare, who is also the Chairman of the Board of Directors of KMSCL.
- 2.1.2 *Purchase Committee* is a sub Committee of the Board of Directors authorized under Resolution No 1 /2010 to decide on the purchase of the drugs and items procured by the Kerala Medical Services Corporation Ltd
- 2.1.3 *Tender Inviting Authority* is the Managing Director of the KMSCL, who on behalf of the User Institution/Government or the funding agencies calls and finalize tenders and ensure supply, installation and after sales service of the items procured under this tender document.
- 2.1.4 *Blacklisting/debarring* – the event occurring by the operation of the conditions under which the bidders will be prevented for a period of 1 to 5 years from participating in the future tenders of Tender Inviting Authority/User Institution, more specifically mentioned in ~~the Specific Conditions of Contract (Section V) and General~~ Conditions of Contract (Section VI) of this tender document, the period being decided on the basis of number of violations in the tender conditions and the loss/hardship caused to the Tender Inviting Authority/User Institution on account of such violations.

2.2 Scope

- 2.2.1 Quotation is invited for the “CAMC of Ductable Split AC Units of Various Ranges installed in the KMSCL Head Office at Thycadu, Trivandrum”. Ductable Split AC Units after warranty period were maintained through the original equipment manufacturer or authorized dealers of OEM’s available in the state who can provide better service and attend breakdowns in a short span of time. The CAMC will be an extended warranty contract on which the periodic preventive maintenance, Supply of all spares and attending breakdown shall be arranged through the successive bidder (Original Equipment Manufacturer /Authorized Dealers of OEM’s available in the state). During the period of CAMC. The bidder can withdraw at any point of time, after the minimum price firmness period of 120 days, but not after accepting the Letter of Intent or entering into agreement with KMSCL or without giving a one month prior notice.

Section III

TERMS AND CONDITIONS

The type of contract is Comprehensive Annual Maintenance Contract, (CAMC) whereby it is witness as follows

General Terms and Conditions:

1. KMSCL invites NIQ for the CAMC OF of Ductable Split Air Conditioning units from OEM/ authorized service providers of the manufacturer M/s Hitachi for a period of one year (from the date of signing of CAMC Agreement).
2. Only those bidders having valid authorization certificate in Service and maintenance of Ductable Split AC from OEM M/s Hitachi can participate in the tender.
3. The company shall provide comprehensive maintenance services (4 routine services) for your equipment onsite supply of all genuine spare parts, attending to call breakdown calls within six hours, guaranteeing smooth functioning of the machine and advising the customer on technical aspects.
4. The comprehensive service includes all the services including compressor, duct cleaning, filter cleaning, ducting, fan motor lubrication, control Panel, checking the various sub systems, cooling and condenser coils cleaning and improving the cooling efficiency of the machine. The electrical spares will also be checked to avoid any compressor burnouts.
5. The company shall replace all defective spare parts free of cost including compressor, fan motor, fan blade, electrical controls, HP, LP, ducting damages, thermostats etc and if the time exceeds beyond 48 hour a standby spare part/arrangement will be done.
6. In the event of a compressor/fan motor failure the company shall replace the same with equivalent new compressor from the original equipment manufacturer or their agents in India upon surrendering the defective compressor.
7. Gas leaks if any shall be rectified within 6 hours.

8. The patchworks, painting, damage of sheet metal parts, door locks, door handle, door hinges will not be covered under comprehensive annual maintenance contract.
9. Except where otherwise specified in this proposal, the responsibilities of the company shall cease if this machine is damaged or malfunctions as a result of any examinations, adjustments, or interference to this machine by any person other than an Authorized Technical representative of this company.
10. Force majeure clause shall apply.
11. The contract can be terminated by the owner and/or by the company by giving 15 days notice in writing if the terms and conditions of the contract are not fulfilled by either party.
12. Any increase in taxes, levies or rates imposed by any state or Central government or local authority during the contract period will be paid by the customer.
13. The machine as a whole or in part should be released by you only upon verifying the following.
 - a) The technician should produce the company identity card with his photo affixed while taking possession of the machine or part.
 - b) The technician while taking possession of the machine or any part should produce the service center receipt note duly notifying the Employee Code number, date of removal and the particulars of the machine such as machine serial number, compressor serial number etc.
14. The company shall not be liable for noncompliance of this Contract either in whole or in part or for any delay in execution thereof in consequence of any strikes, lockouts, fire, riots, war, insurrection or restraints imposed by the state/ central government or any other authority or other causes whatsoever beyond the control of the Company.
 - a) In case the contract is terminated by either party due to any reason whatsoever, the company shall pay back the amount advanced if any after adjusting the appropriate charges for the number of months the contract was in force.
15. It is agreed to between the parties that in respect of any

discrepancy, Claim or dispute arising out of or in any way relating to this agreement, all parties shall submit to the jurisdiction of the courts in the city of Thiruvananthapuram.

16. The name of the bidder with contact address and phone number shall also be written on the cover.
17. The bid offer shall be in a single sealed cover with the superscription CAMC of Ductable Split AC Units of Various Ranges installed in the KMSCL Head Office at Thycadu, Trivandrum. The sealed cover, shall be submitted in favour The Managing Director, Kerala Medical Services Corporation Limited, Thycad P.O, Thiruvananthapuram-14.
18. The sealed cover shall contain the Price Bid in the Prescribed format
19. The last date and time of submission of Quotations shall be on - 12.05.2025 at 03.00PM. The quotations shall be sent by registered post or by courier or dropped in a box specifically kept at the KMSCL, Head Office, Thycad, Thiruvananthapuram-14. The quotations obtained at the KMSCL, Head office shall be opened on the same day in the presence of the contractor or their representative, who choose to be present, at that time. The L1 list will be announced and published on the same day
20. 0.5% of the contract value per day will be levied for every late attend beyond 24 hours subject to a maximum of 10%.
21. Payment Terms
 - 21.1 The payment of the item as per the price agreed will be made within 15 days from the date of submission of proper invoices and relevant documents.
 - 21.2 The original invoice submitted shall be in the name of the Quotation Inviting Authority/ issuer of the supply order and the name of the consignee shall also be mentioned in it.
 - 21.3 **Payment Terms & Schedule:** - Payment shall be made after completing the quarterly preventive maintenance and on submitting the service reports.

Section IV

Scope of Work:

The CAMC will be an extended warranty on which the periodic preventive maintenance and attending breakdown shall be arranged through the successive bidder (shall be an OEM/Authorized Dealers of OEM available in the state who can provide better service and attend the breakdowns in a short span of time) the defective spares including the major parts viz. compressor, fan motor, condenser etc shall be replaced within 12 hours by the Bidder as mentioned in the terms and conditions/scope. During the period of CAMC cost of spare parts shall be borne by the bidder:-

During CAMC the Service Provider shall also carry out 04 (four) number of preventive maintenance (overhauling) services per year. The preventive maintenance (overhauling) shall cover the details given below:

- a. Cleaning of filters.
- b. Dust cleaning of entire unit by water/ air blower and cloth.
- c. Acid cleaning and repair of condensers and cooling coil fins.
- d. Water cleaning of entire body,
- e. Tightening of all screws, fasteners,
- f. Checking all the electrical parts and wiring and repair of such parts. Oiling of all the moving parts.
- g. Checking the play (gap) of condenser motor and if required, refurbishing/replacing defective worn out parts.
- h. Checking cooling effect and if it is found that gas is less the same has to be topped up.
- i. Cleaning/ replacement of filters,
- j. Servicing of remote control and microprocessor controls,
- k. Repair of damaged insulation of refrigeration piping of split units, on account of routine service/ repair.

Periodic/ Routine Maintenance shall be as per industry standard/

Maintenance manual of the Air Conditioners. The parts/components/sub-assemblies used for repair/ replacement by the Service Provider will be of the same make and functional capability as originally available in the system,

Service Provider shall maintain the log sheet which will include number of Services provided during the contract

Date 06/05/2025

sd/-
Managing Director, KMSCL

&
Tender/Quotation Inviting
Authority

I/We hereby declare that I/We have read and understood the above instructions and the terms and conditions mentioned above are binding on me/us.

Signature & Address of the bidder

Annexure I

Kerala Medical Services Corporation Ltd

GENERAL INFORMATION ABOUT THE TENDERER

1	Name of the bidder	
2.	Registered Address of the company: (Address, tel, fax, e-mail, website)	
3.	Office Address	
	E-mail	
4.	Contact Person Designation Mobile Phone No Telephone No e-mail	
6	Whether the bidder is Original Equipment Manufacturer or the authorized dealer/representative? If authorized dealer/representative, then name of the Principals/OEM	

7.	<i>Registration No. & Date of Incorporation of Company</i>	
8.	<i>Principal Place of Business</i>	
10.	<i>Type of Company (Limited, Pvt. Ltd, Partnership, Proprietary, PSU, etc.)</i>	
12.	<i>Number of offices / centers in Kerala/South India/India</i>	
13.	<i>Whether any criminal case was registered against the company or any of its promoters in the past</i>	Yes/ No
14.	<i>Other relevant Information provided *</i>	

* (please avoid submission of detailed leaflets/brochures etc, if possible)

Date :

Office seal

Signature of the tenderer/
Authorised signatory

Annexure II

KERALA MEDICAL SERVICES CORPORATION LTD PRICE BID FORM

To

The Managing Director,
Kerala Medical Services Corporation Ltd
Thycaud .P.O.
Thiruvananthapuram -695014
Kerala

Sir,

Having examined and read the NIQ for the CAMC of Ductable Split Air Conditioning units installed at HO of KMSCL, we herewith offer our best price for the items mentioned herein as follows.

I. BEST PRICE OFFERED

Sl. No	Name of the item	Unit	Qty	Basic Price (₹)	GST @ ...%	Total Amount (₹)
1.	3.0 TR Hitachi	No	1			
2.	5.5 TR Hitachi	No	3			
3.	8.75 TR Hitachi	No	2			
	Grand Total					

Date :

Office seal

Signature of the tenderer/
Authorised signatory