



**KERALA MEDICAL SERVICES CORPORATION LTD**

(A Government Of Kerala Undertaking)

Thycaud.P.O., Thiruvananthapuram-14.

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CIN : U24233KL2007SGC021616

GSTIN: 32AADCK4029M1ZK

No: KMSCL/PROJECTS/1094/2016

Dated: 06.03.2025

Projects Division

[www.kmscl.kerala.gov.in](http://www.kmscl.kerala.gov.in)

**Notice Inviting Quotation (N.I.Q)**

(Quotation No: QUOT-KMSCL/Projects/Quot no 36/2025/R)

**Sealed quotations are invited (Re-NIQ) for CAMC for split AC units**

Sub:- ,KMSCL - Re NIQ-CAMC for split AC units at KCP and DDWH,KASARAGOD

Ref:- KMSCL/Projects/Quot no 34/2025/R dated 25.02.2025

In reference to the above, KMSCL invites new quotations (NIQ) for the Comprehensive Annual Maintenance Contract (CAMC) of Bluestar split AC units from manufacturers, authorized service providers of the manufacturers, or eligible firms. Due to limited participation in the invitation, the earlier quotation has been cancelled and reissued. All other details are available on the website [www.kmscl.kerala.gov.in](http://www.kmscl.kerala.gov.in).

**Details**

| SL No | Name of Work                     | Quot No                          | Period | Qty (Nos) | Location  | Last Date of submission |
|-------|----------------------------------|----------------------------------|--------|-----------|-----------|-------------------------|
| 01.   | CAMC for Bluestar split AC units | KMSCL/Projects/Quot no 36/2025/R | 1 year | 11        | Kasaragod | 12/03/2025              |

Yours faithfully

**Dr. Shibulal A**  
General Manager



**KERALA MEDICAL SERVICES CORPORATION LIMITED**

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

Thycaud P.O, Thiruvananthapuram,

Kerala - 695 014

CAMC for Split AC units at Karunya Pharmacies&DDWH of KMSCL  
Kasaragod

**Quotation No-KMSCL/Projects/Quot no 36/2025/R**

Name:  
Address  
Signature

Last date and time for the receipt of quotation : 12.03.2025 04.00 P.M

Date of opening quotation bid : 12.03.2025 05.00 P.M

NOT TRANSFERABLE  
*For details;*

e-mail: [elec.kmscl@kerala.gov.in](mailto:elec.kmscl@kerala.gov.in)

**SECTION I**  
**INTRODUCTION**

1. The Kerala Medical Services Corporation Limited - KMSCL (Quotation 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 Health and Family Welfare. One of the key objectives of the KMSCL is to act as the central procurement agency for all essential drugs and equipments for all health care institutions (hereinafter referred to as user institutions) under the department.
2. The scope of work is CAMC for split AC units installed at various institutions of KMSCL in Kasaragod.
3. KMSCL has installed split air conditioners at various locations for the purpose of providing quality medicine to the drug warehouses., Karunya Pharmacy Outlets and its Depot's, Govt. Hospitals etc throughout the state. The split air conditioners after warranty period were maintained through Manufacturer /Authorized Dealers of its manufacturer available in the state who can provide better service and attend the breakdowns in a short span of time.
4. Every paise spend by the Corporation is public money and hence accountable. Therefore, each and every contractor guarantee to all the works under this tender/quotation and the performance of the works by the Corporation have to be given paramount importance.

Looking forward for a long standing relation with you.

Best wishes,

sd/-

Date: 06/03/2025

**Managing Director , KMSCL**  
**& Quotation Inviting Authority**

2.2.1 Quotation is invited for the “CAMC for **Split AC Units** installed at Karunya Pharmacy & DDWH of KMSCL in Kasaragod”. Split AC Units after warranty period were maintained through the original equipment manufacturer or authorized service providers 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 service providers of Bluestar / eligible firms having proper registration and experience in relevant filed not less than 5 years 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.

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- 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

**Exclusion of contract**

1. Water piping, Electrical switchboards related, Evaporator and condenser coil, Indoor and outdoor covering and grills.

Date: 06/03/2025

*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

- 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, capacitors, PCB, electrical controls, 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 to you for repair 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.

- c) Service Provider shall be responsible for the verification of new part(s) from Buyer before fitting to equipments. The removed part is to be handed over to the Buyer. In case service provider notice any part is missing same to be brought to the notice of the Buyer or otherwise responsibility shall be of Service Provider,
- d) All the consumable articles/ parts required for cleaning, repairs and maintenance of Air conditioners will be provided by the Service Provider at no extra charge to the Buyer.
- e) Service provider shall provide minimum warranty of 6 months for the replaced part from date of such replacement repair,

21. In case of delay in attending to problems, breakdown of Air Conditioners due to improper handling by the Service Provider's personnel then penalties for violation of Service Level Agreement (SLA) shall be levied as indicated in the Penalty Clauses.

20. After carrying out repair/parts replacement work, certificate regarding equipment working condition should be obtained from Buyer.

21. 0.5% of the contract value per day will be levied for every late attend beyond 24 hours subject to a maximum of 10%.

## 22. . Resources Employed

- a) The Service Provider will ensure to physically engage/depute and station OEM Authorized Service Engineer! technically competent service engineer/ engineers along with skilled helpers at Buyer's office premises during office hours and as & when required, depending on the urgency and exigency of work to ensure proper upkeep of the Air Conditioners and quick resolution of the fault during the AMC period. The deployed persons should be having expertise to attend all the issues pertaining to the maintenance of all kind of Air Conditioners and relevant electrical work.
- b) Service Provider shall be responsible for ensuring that the resources employed for carrying out the servicing and repair shall conduct themselves appropriately in the premises of the Buyer's department.

24. Maintenance of Record:

- a) The Service Providers should maintain proper records of the Complaints/Calls and the same should be resolved by the service provider within 24 hour of logging any Complaints/Calls and Register shall be maintained for that.
- b) Service Provider (SP) shall maintain register indicating details of equipment being maintained and details of rooms/ place where they are installed.
- c) Service Provider shall maintain the log sheet which will include number of Services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number and necessary details.

25. The comprehensive AMC charges per unit per year will be paid for four services in a year apart from any number of breakdown calls with a response period of 3 hours on receipt of complaint. The scope of work includes water wash for every quarter & filter cleaning as and when required.

26. Failure to repair/service the equipment in question within 8 hours for minor & 3 days for major repairs without justifiable reason. Penalty will be levied at .05% of work value per day subject to a maximum of 10%

27. If the work is found unsatisfactory or if the firm dishonours the contract, the job will be entrusted to any other firm /party at the risk/expense of the contractor.

28. The amount of CAMC will be paid on quarterly basis after successful completion the satisfactory service during the quarter of service.

29. Successful bidder has to handover all the ACs in good running condition before expiring of CAMC contract.

30. The Contractor shall bear all the costs and expenses in respect of all charges, including stamp duty, registration etc. of this agreement



**Location Details of AC units(Kasaragod)**

| SLNO | Location                                  | Address   | Ton | NOS       |
|------|---|---|-----|-----------|
|      | <b>14. Kasargod.</b>                      |   |     |           |
| 1    | KARUNYA COMMUNITY PHARMACHY KASARGODE gh  | KARUNYA COMMUNITY PHARMACY, GH COMPOUND KASARGOD PIN-671121 PH-0499-4231020                 | 1.5 | 1         |
|      |   |   | 2   | 3         |
| 2    | KARUNYA COMMUNITY PHARMACHY THQ kanhangad | KARUNYA COMMUNITY PHARMACY, DH COMPOUND KANHANGAD PIN-671315 PH-0467-2205039                | 2   | 1         |
| 3    | District Drug Warehouse,Kanhangad         | District Drug Warehouse,Near Old District Hospital,Kanhangad,Kasargod-671315 Mob-9496006900 | 1.5 | 4         |
|      |   |   | 2   | 2         |
|      |   |   |     | <b>11</b> |

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

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

Date :

Office seal

Signature of the tenderer/  
Authorised signatory

Annexure III

**COMPARATIVE STATEMENT**

|   |               |                                      |  |
|---|---------------|--------------------------------------|--|
| <b>Name of Work :- CAMC for split AC units installed at various locations of KMSCL in Kasaragod</b> |               |                                      |  |
| <b>Period</b>   | <b>1 year</b> | <b>Name of the Service Provider:</b> |  |

| <b>Sl. No.</b> | <b>Description of terms and conditions</b>  | <b>Compliance with stipulated terms and conditions (Yes/No)</b> | <b>Attached Document copy(Yes/No) &amp; Remarks if any</b> |
|----------------|---|---|--|
| 1.             | OEM(Bluestar)   |   |  |
| 2.             | Authorized Service Dealer of OEM(Bluestar)  |   |  |
| 3.             | Registered Service provider having experience in relevant field not less than 5 year          |   |  |
| 4.             | Past 5year experience in executing the CAMC/AMC of AC units (Attach relevant document copies) |   |  |
| 5.             | Presently Holding the Service Dealership of any OEM   |   |  |
| 6.             | Having Service team/Service centre's throughout the district                                  |   |  |
| 7              | Shall attend the breakdown calls within 6 hours   |   |  |

**Spare price list exclusion of contract**

| Sl. No. | Condenser Coil  | Rate/Unit | GST | Total |
|---------|-----------------|-----------|-----|-------|
| 01.     | 2Tr             |           |     |       |
| 02.     | 1.5Tr           |           |     |       |
| 03.     | 1 Tr            |           |     |       |
| Sl. No. | Evaporator Coil | Rate/Unit | GST | Total |
| 01.     | 2Tr             |           |     |       |
| 02.     | 1.5Tr           |           |     |       |
| 03.     | 1 Tr            |           |     |       |

**Authorized Signatory with Office**

**Seal Firm Name and Address**