

**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****Notice Inviting Quotation (N.I.Q)****(Quotation No: QUOT-KMSCL/Projects/Quot no 35/2025/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,KANNUR

Ref:- KMSCL/Projects/Quot no 33/2025/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.

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 35/2025/R	1 year	14	Kannur	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 Kannur

Quotation No-KMSCL/Projects/Quot no 35/2025/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

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 Kannur.

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 Kannur”. 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. 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.

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

- 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.
 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

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. In case of any misconduct penalties as indicated in the SLA shall be levied and Service Provider may be required to terminate the resource with immediate effect.

- 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 and/or any other documents/agreements, which are required to be executed.
31. All necessary tools like vaccum pump, drilling machines, pliers, pressure

Location Details of AC units(Kannur)

SLNO	Location	Address	Ton	NOS
	13. Kannur			
1	KARUNYA COMMUNITY PHARMACHY KANNUR DH	KARUNYA COMMUNITY PHARMACY, DH COMPOUND KANNUR PIN-670002 PH-0497-2731590	1.5	2
			2	1
2	KARUNYA COMMUNITY PHARMACHY THQH KOOHUPARAMBA	KARUNYA COMMUNITY PHARMACY, Govt.Taluk Hospital koothuparamba Koothuparamba.po PIN-670643 phno-04902360200	1.5	1
3	KARUNYA COMMUNITY PHARMACHY THQH PAYYANNUR	KARUNYA COMMUNITY PHARMACY, Govt.Taluk Hospital PAYYANOOR PAYYANOOR PO PIN-670307 ph : 04985202133	2	2
4	KARUNYA COMMUNITY PHARMACHY GH THALASSERY	KARUNYA COMMUNITY PHARMACY, GENERAL HOSPITAL COMPOUND THALASERRY PIN-670101	1.5	1
5	KARUNYA COMMUNITY PHARMACHY THALIPARAMBA	KARUNYA COMMUNITY PHARMACY, THALUK HOSPITAL COMPOUND THALIPARABA 0460-2205800 PIN-679335	2	2
6	District Drug Warehouse,Kannur	District Drug Warehouse Harichandra Weaving Mill's Compound (HWM) Near LakshmananKada Bus Stop, Thana Kakkad Road (Land Mark), Kannur 670002	1.5	5
				14

	<i>(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 III

COMPARATIVE STATEMENT

Name of Work :- CAMC for split AC units installed at various locations of KMSCL in Kannur			
Period	1 year	Name of the Service Provider:	

Sl. No.	Description of terms and conditions	Compliance with stipulated terms and conditions (Yes/No)	Attached Document copy(Yes/No) & Remarks if any
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