

**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: 18.02.2025****Projects Division**www.kmscl.kerala.gov.in**Notice Inviting Quotation (N.I.Q)****(Quotation No: QUOT-KMSCL/Projects/Quot no 27/2025/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,Kottayam

Ref:- KMSCL/Projects/Quot no 22/2025/R dated 05.02.2025

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 initial 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 27/2025/R	1 year	18	Kottayam	28/02/2025

Yours faithfully

Dr. Shibulal A

General Manager

GM



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 Kottayam

Quotation No-KMSCL/Projects/Quot no 27/2025/R

Name.

Address

Signature

Last date and time for the receipt of quotation : 28.02.2025 04.00 P.M

Date of opening quotation bid : 28.02.2025 05.00 P.M

NOT TRANSFERABLE

For details;

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

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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 Kottayam

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: 18/02/2025

Managing Director , KMSCL
& Quotation Inviting Authority

Kmscl invites Sealed quotations from OEM/Authorized Service providers

SL No	Name of Work	Quot No	Period	Qty	Estimate Amount(Apprx) incl of taxes(Rs)	Last Date of submission
01.	CAMC for split AC units installed at Karunya pharmacy&DDWH of KMSCL in Kottayam	Kmscl/Projects/ Quotno 27/2025/R	1 year	18nos	99,000/-	28/02/2025 @04.00PM

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 for Split AC Units installed at Karunya Pharmacy& DDWH of KMSCL in Kottayam”. 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 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

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, PCB etc shall be replaced within 72 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.
Qiling 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

Exclusion of contract

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

Date: 14/02/2025

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

Section IV

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 sealed quotations(Re NIQ) for the CAMC of Split Air Conditioning units from OEM's/ authorized service providers of Bluestar for a period of one year.
2. Only those bidders having valid certificate in OEM or authorized Service providers of Bluestar or eligible firms having proper registration and experience in relevant filed not less than 5 years can participate in this NIQ
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,capacitors, 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, 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 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 for split AC units installed at Karunya Pharmacy & DDWH of KMSCL in Kottayam** The sealed cover, shall be submitted in favour The Managing Director, Kerala Medical Services Corporation Limited, Thycaud 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 28.02.2025 at 04.00 pm. The quotations shall be sent by registered post or by courier or dropped in a box specifically kept at the KMSCL, Head Office, Thycaud, 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. Availability and replacement of Spare parts, accessories etc.
 - a) The Service Provider shall undertake to arrange genuine spares parts of the Air Conditioners as and when required.
 - b) The Service Provider has to ensure availability of the spare parts in their stock. In case some of the major spare are not available with Service Provider, the same shall be arranged within seven days,
 - 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. 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.

- c) The Service Provider shall provide proper identity cards, uniform, etc. for the resources to ascertain only authorized service persons are attending for the servicing and repairing work. In case resources employed by the Service Provider resort to any theft the cost of the article shall be recovered from the Service Provider in addition to any other criminal action against such resources.
- d) The resources used by Service Provider to carry out maintenance shall be on rolls of the Service Provider and shall have no claim whatsoever for any benefits from the buyer. Service Provider shall be responsible for complying with any and all applicable rules, regulations, bye laws and other statutory compliances.

23. Response Time:

The service provider has to maintain the response time for attending the complaint for maintenance services during the AMC period. Complaints/Calls shall be attended to on all working days and as & when required, depending on the urgency and exigency of work.

- a) In case, no part is replaced, then such complaint must be attended within 24 hours of lodging of such complaint.
- b) However, in case of requirement of change of spare part, then complaint should be resolved within 7 days of lodging.
- c) In case the Air Conditioner is not get repaired, or an alternative system not supplied within the period of 7 days from the time of failure reported, then the Buyer reserves its right to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recovered from the Service Provider.
- d) 0.5% of the contract value per day will be levied for every late attend beyond 24 hours subject to a maximum of 10%.
- e)

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

and/or any other documents/agreements, which are required to be executed.

31. All necessary tools like vacuum pump, drilling machines, pliers, pressure guage, ladder and other essential tools for effective maintenance of the ACs equipments shall be provided by the contractor
32. The contractor / firm shall be held responsible for any misdeeds / misbehavior of their employees within the premises.
33. Since the maintenance works are to be carried at all levels & High, technician should wear necessary proactive gear such as life belts, helmet, gloves, shoes, etc.
34. The bidder should take third party insurance coverage and adequate insurance coverage to the workers for life and limb and the same should be submitted before entering into an agreement.

35. Payment Terms

- a. The payment of the item as per the price agreed will be made within 15 days from the date of submission of proper invoices, Service reports and relevant documents.
- b. 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.
- c. Payment Terms & Schedule: - Payment shall be made after completing the quarterly preventive maintenance and on submitting the service reports signed and sealed by in-charge.

Signature & Address of the bidder

Location Details of AC units(Kottayam)

SLNO	Location	Address	Ton	NOS
	5. Kottayam			
1	KARUNYA COMMUNITY PHARMACHY MCH KOTTAYAM	KARUNYA COMMUNITY PHARMACY, MEDICAL COLLEGE COMPOUND NEAR ACR LAB KOTTAYAM PIN-686008 ph:0481-2590499	1.5	1
			2	5
2	KARUNYA COMMUNITY PHARMACHY PALA	KARUNYA COMMUNITY PHARMACY, GH COMPOUND PALA PIN-686575 PH-0482-2214540	2	2
3	KARUNYA COMMUNITY PHARMACHY GH Kottayam	KARUNYA COMMUNITY PHARMACY, DHCOMPOUND KOTTAYAM PIN-686001 PH-0481-2300087	1.5	1
4	KARUNYA COMMUNITY PHARMACHY GH CHANGANASSERY	KARUNYA COMMUNITY PHARMACY, GENERAL HOSPITAL CHANGANASERRY NEAR KSRTC BUS STAND PIN-686101	2	1
5	KARUNYA COMMUNITY PHARMACHY VAIKOM	KARUNYA COMMUNITY PHARMACY, THQH VAIKOM VAIKOM PO PIN-686141	2	2
6	District Drug Warehouse, Kottayam	District Drug Warehouse Behind GOVT.HSS Arpookkara, Near Govt. Medical College Kottayam 686008	2	6
				18

Annexure I

Kerala Medical Services Corporation Ltd

GENERAL INFORMATION ABOUT THE TENDERER

1	<i>Name of the bidder</i>	
2.	<i>Registered Address of the company:</i> <i>(Address, tel, fax, e-mail, website)</i>	
3.	<i>Office Address</i> <i>E-mail</i>	
4.	<i>Contact Person</i> <i>Designation</i> <i>Mobile Phone No</i> <i>Telephone No</i> <i>e-mail</i>	
6	<i>Whether the bidder is Original Equipment Manufacturer or the authorized dealer/representative?</i> <i>If authorized dealer/representative, then name of the Principals/OEM</i>	
7.	<i>Registration No. & Date of Incorporation of Company</i>	
8.	<i>Principal Place of Business</i>	
10.	<i>Type of Company</i>	

	<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 II

KERALA MEDICAL SERVICES CORPORATION LTD **DECLARATION FORM**

I/We M/s. _____ represented by its Proprietor /
Managing Partner / Managing Director having its Registered Office at

_____ do hereby
declare that I/We have carefully read all the conditions of Quotation **KMSCL/Projects/Quot
27/2025/R dated** for CAMC of AC units invited by the Kerala Medical
Services Corporation Ltd., Thiruvananthapuram and accepts all conditions.

Signature & seal of the bidder

Name in capital letters with Designation

Annexure III

COMPARATIVE STATEMENT

Name of Work :- CAMC for split AC units installed at various locations of KMSCL in Kottayam			
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		

Annexure IV

KERALA MEDICAL SERVICES CORPORATION LTD PRICE BID FORM

Price Bid Form

To,

The Managing Director
Kerala Medical Services Corporation
Thycaud
Thiruvananthapuram-14

Sir,

Having examined and read the quotation document for the CAMC of AC units
Quotation no..... dated the KMSCL we here offer our best
price for the items mentioned herein as follows.

Sl. No.	Descriptions	Spec	No of AC Units(A)	Basic Cost / Unit (B)	Total (C=AxB)	GST (D)	Total =C+D
01.	CAMC of AC units Make-Bluestar	2Tr	16 nos				
		1.5Tr	02 nos				
	Grand Total						

Date:

Authorized Signatory with Office

Seal Firm Name and Address

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**

