

बिड दस्तावेज़ / Bid Document

| बिड विवरण / Bid Details | |
|---|--|
| बिड बंद होने की तारीख/समय / Bid End Date/Time | 09-06-2026 15:00:00 |
| बिड खुलने की तारीख/समय / Bid Opening Date/Time | 09-06-2026 15:30:00 |
| बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date) | 180 (Days) |
| मंत्रालय/राज्य का नाम / Ministry/State Name | Ministry Of Ports, Shipping And Waterways |
| विभाग का नाम / Department Name | Na |
| संगठन का नाम / Organisation Name | Tariff Authority For Major Ports (tamp) |
| कार्यालय का नाम / Office Name | Mumbai |
| वस्तु श्रेणी / Item Category | Custom Bid for Services - Comprehensive Annual Maintenance Contract (CAMC) for Air Conditioners in Adjudicatory Board for Major Ports |
| समान श्रेणी / Similar Category | <ul style="list-style-type: none"> ANNUAL MAINTENANCE SERVICE FOR Centralised air conditioning system |
| अनुबंध अवधि / Contract Period | 3 Year(s) 17 Day(s) |
| इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required | Yes |
| एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / MSE Relaxation for Years of Experience and Turnover | No |
| स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years of Experience and Turnover | No |
| विक्रेता से मांगे गए दस्तावेज़ / Document required from seller | Experience Criteria, Bidder Turnover, Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer |
| क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है / Do you want to show documents uploaded by bidders to all bidders participated in bid? | Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in) |

| बिड विवरण/Bid Details | |
|--|--|
| बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension | 1 |
| दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended | 3 |
| ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count | 2 |
| बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled | No |
| बिड का प्रकार/Type of Bid | Two Packet Bid |
| तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation | 2 Days |
| न्यूनतम मूल्य/Floor Price | This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value. |
| अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes) | 500000 |
| मूल्यांकन पद्धति/Evaluation Method | Total value wise evaluation |
| मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required | Yes |
| मध्यस्थता खंड/Arbitration Clause | No |
| सुलह खंड/Mediation Clause | No |

ईएमडी विवरण/EMD Detail

| | |
|-------------------|----|
| आवश्यकता/Required | No |
|-------------------|----|

ईपीबीजी विवरण /ePBG Detail

| | |
|---|---------------------|
| एडवाइजरी बैंक/Advisory Bank | State Bank of India |
| ईपीबीजी प्रतिशत (%) /ePBG Percentage(%) | 5.00 |
| ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months). | 36 |

(a). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

SECTION OFFICER

Mumbai, NA, Tariff Authority for Major Ports (TAMP), Ministry of Ports, Shipping and Waterways
(Sujata Pralhad Gaikwad)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

| | |
|-------------------------------|-----|
| एमआईआई अनुपालन/MII Compliance | Yes |
|-------------------------------|-----|

एमएसई खरीद वरीयता/MSE Purchase Preference

| | |
|--|-----|
| एमएसई खरीद वरीयता/MSE Purchase Preference | Yes |
| सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X% | 15 |

1. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

2. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

GEM Availability Report (GAR):[1779101744.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:1779101760.pdf

Payment Terms:1779101935.pdf

Scope of Work:1779101940.pdf

Custom Bid For Services - Comprehensive Annual Maintenance Contract (CAMC) For Air Conditioners In Adjudicatory Board For Major Ports (1)

तकनीकी विशिष्टियाँ /Technical Specifications

| विवरण/ Specification | मूल्य/ Values |
|--|---|
| कोर / Core | |
| Description /Nomenclature of Service Proposed for procurement using custom bid functionality | Comprehensive Annual Maintenance Contract (CAMC) for Air Conditioners in Adjudicatory Board for Major Ports |
| Regulatory/ Statutory Compliance of Service | YES |
| Compliance of Service to SOW, STC, SLA etc | YES |
| एडऑन /Addon(s) | |

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

| | |
|--|-----|
| क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer | Yes |
|--|-----|

| प्राचल/Parameter | मूल्य/Values |
|-------------------|--------------|
| कोर / Core | 100000 |

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

| क्र.सं./S.N o. | प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer | पता/Address | Quantity | अतिरिक्त आवश्यकता /Additional Requirement |
|----------------|--|---|-------------------------|---|
| 1 | Sujata Pralhad Gaikwad | 400010,TARIFF AUTHORITY FOR MAJOR PORTS 4TH FLOOR, BHANDAR BHAVAN, M.P.ROAD, MAZGAON, MUMBAI 400010 | Project / Lumpsum Based | N/A |

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or

notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---



महापत्तन न्यायनिर्णायिक बोर्ड

Adjudicatory Board for Major Ports

पत्तन, पोत परिवहन और जलमार्ग मंत्रालय, भारत सरकार
Ministry of Ports, Shipping and Waterways, Government of India



File No. : D-19016/2/2026-ADMIN [380533]

Date : 18.05.2026

GeM Bid Document Comprehensive Annual Maintenance Contract (CAMC) for Air Conditioners in Adjudicatory Board for Major Ports

The Adjudicatory Board for Major Ports, Mumbai, invites **online bids** from eligible, experienced, and technically qualified bidders for the **Comprehensive Annual Maintenance Contract (CAMC), for Air Conditioners in Adjudicatory Board for Major Ports (ABMP)**, 4th Floor, Bhandar Bhavan, M.P. Road, Mazgaon, Mumbai-400010 through the **Government e-Marketplace (GeM) Portal**.

1. The crucial dates are as under –

| No. | Particulars | Dates |
|-----|---|---------------------------------------|
| 1. | Date of Publication of Bid | 18 th May, 2026 |
| 2. | Last date of submission of queries (if any) | 25 th May, 2026 |
| 3. | Pre-bid meeting | 26 th May, 2026 at 3:00 PM |
| 4. | Uploading of Clarifications/Responses to Queries (if any) | 28 th May, 2026 |
| 5. | Bid closing Date & Time (Last Date for Submission of Bids) | 9 th June, 2026 at 3:00 PM |
| 6. | Date & time for opening of Technical Bid | 9 th June, 2026 at 3:30 PM |
| 7. | Opening of Financial Bid | As per GeM Portal Schedule |

2. Bids shall be submitted **online through the GeM Portal**. Submission of bids by any other mode, including manual submission, shall **not be accepted under any circumstances** and such bids shall be summarily rejected.

3. The **ABMP, Mumbai** reserves the right to accept or reject any bid, either in full or in part, without assigning any reason whatsoever. The Competent Authority may also seek **clarifications, additional documents, or information** from any bidder, as deemed necessary, during the evaluation process.

4. Detailed bid documents are available on the GeM Portal and on the official website of **ABMP, Mumbai**. Any addendum/corrigendum /modifications to the bid shall be hosted only on the above mentioned platforms. Prospective bidders are advised to regularly visit these websites to stay updated. **No separate communication or public notice shall be issued by the Board in this regard.**

चौथी मंजिल, भंडार भवन, मुजावर पाखाडी रोड, माझगांव, मुंबई-400010
4th Floor, Bhandar Bhavan, M.P. Road, Mazgaon, Mumbai-400010.
Telephone: +91 22 23792000 | Website: <https://abmp.in> | abmp@abmp.gov.in

5. All prospective bidders **shall undertake a physical inspection of the site** to fully acquaint themselves with the **scope of work (Annexure-I), existing infrastructure, site conditions, access constraints, utilities, and operational environment** prior to submission of the bid. The site visit shall be conducted **during working hours between 10:00 AM to 4:00 PM on all working days (Monday to Friday)**.

6. **Pre Bid Meeting** – A Pre-Bid Meeting shall be conducted as per the schedule indicated on the GeM Portal to provide an opportunity to prospective bidders to seek clarifications regarding the scope of work, technical specifications, site conditions, and other provisions of the bid. Bidders are required to submit their queries through the GeM Portal and may also forward the same via email at **abmp@abmp.gov.in**, so as to reach this office on or before **25.05.2026**. Queries received after the stipulated date shall not be entertained.

7. **Performance Security Deposit :**

a) The successful bidder shall deposit a Performance Security Deposit of **5%** of total contract value through Electronic Funds Transfer (NEFT/RTGS), Bank Guarantee, or Demand Draft (DD) in the below account details, within 10 days from the date of receipt of intimation.

Account Number : **001401000008048**

Name of Account : **Adjudicatory Board for Major Ports**

Name of Bank and Branch : **Indian Overseas Bank, Fort Branch.**

IFSC Code- **IOBA0000014.**

b) The Performance Security Deposit shall be retained and released after fulfillment of all contractual obligation.

8. **Scope of work :**

- a) At present, a total of 38 Air Conditioners comprising 07 Concealed ACs, 30 Split ACs and 01 Window AC of different capacities ranging from 1.0 Ton, 1.5 Ton and 2.0 Ton, of makes such as Lloyd, Hitachi, Carrier and Voltas, are installed at various locations in the office of the Adjudicatory Board for Major Ports, as detailed in Annexure-I.
- b) Bidders shall quote Comprehensive CAMC rates for all Air Conditioning units indicated in the bid schedule irrespective of the existing OEM/manufacturer warranty or compressor warranty status of any unit/component. During the validity of such warranty, repair/replacement of warranty covered components including compressors shall be carried out through the respective OEM/authorized service provider and no separate reimbursement, compensation, additional payment or rate escalation on this account shall be admissible to the CAMC contractor from ABMP.
- c) The CAMC contractor shall, however, remain responsible for routine servicing, preventive maintenance, complaint attendance, coordination/follow up with OEM and maintaining minimum downtime of all AC units during the contract period. Immediately upon expiry of OEM/manufacturer/compressor warranty, the concerned AC units/components shall automatically come under the full scope of Comprehensive CAMC at the same approved rates and terms & conditions of the contract without any additional financial implication to ABMP. No subsequent claim or revision of rates shall be entertained on account of expiry of warranty during the contract period.

- d) The work shall consist of providing Comprehensive Annual Maintenance Contract (CAMC) services for all the aforesaid 38 Air Conditioning units for a period of one (01) year from the date of commencement of the contract, extendable for a further period of up to two (02) years on a year-to-year basis, subject to satisfactory performance and approval of the competent authority.
- e) The work shall consist of providing Comprehensive Annual Maintenance Contract (CAMC) services for all the aforesaid Air Conditioning units for a period of one (01) year from the date of commencement of the contract.
- f) The CAMC shall be comprehensive in nature and shall include all labour, supervision, tools, tackles, testing equipment, consumables, refrigerant gas, lubricants, transportation, spare parts and components required for maintaining the Air Conditioning units in proper, efficient and uninterrupted working condition.
- g) The scope of work shall include preventive maintenance, wet servicing, dry servicing, inspection, testing, fault diagnosis, repair, replacement of defective parts, gas charging, electrical checking, cleaning of filters, condenser and evaporator coils, drainage system cleaning and all allied works required for smooth functioning of the units, strictly as per OEM guidelines and standard industry practices.
- h) During the contract period, the service provider shall carry out preventive maintenance services on a quarterly basis (once every three months) for all Air Conditioning units covered under the contract, strictly in accordance with OEM guidelines and standard industry practices.
- i) The service provider shall also provide breakdown/on call maintenance services during the entire contract period and shall attend complaints lodged by the office immediately. The maximum response time shall be four (04) hours from the receipt of complaint and rectification shall be completed within twenty four (24) hours, wherever feasible.
- j) In case any Air Conditioning unit cannot be repaired within the stipulated period, the contractor shall provide a standby Air Conditioning unit of equivalent or higher capacity, without any additional cost to ABMP, till restoration of the original unit.
- k) The CAMC shall include repair/replacement of all defective parts/components including compressor, condenser fan motor, blower motor, PCB, capacitor, relay, thermostat, contactor, sensor, switch, wiring, remote control unit and all other related components. Only genuine OEM/ISI marked spare parts shall be used. No separate payment shall be admissible for spare parts, consumables or transportation.
- l) The contractor shall deploy qualified, experienced and technically competent personnel for execution of the work and shall ensure compliance with all applicable safety regulations, labour laws and statutory requirements.
- m) A proper service report/logbook shall be maintained for each Air Conditioning unit indicating details of servicing, repairs carried out, replacement of parts and downtime, duly acknowledged by the authorized representative of ABMP after every visit.
- n) The bidder is advised to inspect the site and satisfy itself regarding the nature, scope and conditions of work before submission of the bid. No claim whatsoever on account of lack of knowledge of site conditions or scope of work shall be entertained subsequently.

- o) The contractor shall ensure minimum downtime of all Air Conditioning units and maintain the same in efficient working condition throughout the contract period, failing which suitable action may be taken as per the terms and conditions of the GeM Contract and bid document.

9. **Eligibility Criteria :**

- a) The bidder shall be a legally registered entity and shall submit valid registration documents.
- b) The bidder must have its **Registered Head Office (not a branch office)** within the jurisdictional limits of the Municipal Corporations of **Greater Mumbai, Thane, or Navi Mumbai**, supported by valid documentary proof.
- c) The bidder shall have a valid GST registration certificate and PAN, and copies of the same shall be submitted.
- d) The bidder shall have a minimum average annual financial turnover of ₹5.00 lakh during the last three (03) financial years, supported by audited financial statements.
- e) The bidder shall have experience of successfully executing similar works/services (CAMC/AMC of Air Conditioners or similar nature) during the last three (03) years. Relevant work orders/completion certificates shall be submitted.
- f) The bidder shall have at least one (01) or more similar completed works of comparable value in Government Departments/PSUs/Autonomous Bodies/Private Organizations, having a contract value not less than 50% of the estimated value of the present bid.
- g) The bidder shall submit a self declaration of non blacklisting, confirming that the firm has not been blacklisted/debarred by any Government Department/PSU/Autonomous Body.
- h) The bidder shall submit an undertaking confirming acceptance of all terms and conditions of the bid document without any deviation.

10. **General Terms & Conditions :**

- a) The detailed technical specifications and scope of work are provided in the bid document. Bidders are advised to carefully examine the same and submit their Technical Bid strictly in the prescribed format along with all requisite supporting documents.
- b) The Technical Bid shall be submitted online only through the Government e-Marketplace (GeM) Portal in PDF format. Manual/physical submission shall not be accepted under any circumstances.
- c) All pages of the Technical Bid, including annexures and supporting documents, shall be duly signed and stamped by the authorized signatory before uploading on the GeM Portal.
- d) The Technical Bid shall contain complete technical details, compliance statements, eligibility documents, and all information as required under the bid document. Incomplete bids or bids lacking requisite documents are liable to be rejected without further correspondence.

- e) The bidder shall ensure that all information furnished in the bid is true, complete, and correct. Any misrepresentation or suppression of facts shall lead to rejection of the bid and may result in further action as deemed appropriate.
- f) The contract shall be valid for a period of one (01) year, extendable for a further period of up to two (02) years on a year-to-year basis, subject to satisfactory performance and approval of the competent authority.
- g) The service provider shall be solely responsible for the conduct, safety, discipline, and welfare of its personnel deployed for the work and shall indemnify the department against any claims, damages, losses, or legal liabilities arising out of execution of the contract.
- h) The service provider shall be liable for any loss or damage caused to equipment, property, or assets of the department due to negligence, improper handling, or deficient service and shall make good such losses.
- i) All personnel deployed by the service provider shall be in proper uniform, carry valid identity cards, and strictly adhere to the rules, regulations, and discipline of the organization.
- j) The service provider shall not engage any child labour and shall ensure compliance with all applicable safety norms and standards during execution of work.
- k) The department reserves the right to modify, reduce, or enhance the scope of work, impose penalties for non-performance, or terminate the contract with due notice in case of unsatisfactory performance or breach of terms and conditions.
- l) The service provider shall not assign or sublet the contract or any part thereof to any other agency without prior written approval of the competent authority.
- m) In case of any dispute or ambiguity arising out of interpretation of the terms and conditions, the decision of the competent authority shall be final and binding on the service provider.
- n) All communications, notices, or instructions issued to the service provider through the registered address/email ID shall be deemed to have been duly delivered and acknowledged.
- o) The service provider shall be responsible for maintaining confidentiality of official information and shall not disclose any information obtained during the course of the contract without prior approval.

11. **Payment Terms :**

- a) Payment shall be made on a quarterly basis upon submission of duly certified bills/invoices by the contractor, subject to satisfactory performance of services and certification by the authorized officer.
- b) The contractor shall submit invoices along with service reports/maintenance records, including details of preventive maintenance and breakdown services attended during the billing period.
- c) Payments shall be released after due verification and statutory deductions, if any, as applicable under Government rules.

- d) No advance payment shall be made. Payment shall be released quarterly only after successful completion of services for the respective period.
- e) The rates quoted shall be inclusive of all costs, including manpower, tools, equipment, transportation, consumables, spare parts, taxes, duties, and any other incidental expenses. No additional payment shall be admissible.

12. **Penalty Clause :**

- a) The contractor shall adhere to prescribed service level agreement timelines for preventive and breakdown maintenance, failing which penalties shall be imposed.
- b) Delay in attending breakdown complaints beyond 24 hours shall attract a penalty of ₹300/- per day per AC, subject to a maximum of Rs.1,500/- per complaint.
- c) Minor complaints not involving spare replacement shall be rectified within 4 hours, failing which a penalty of Rs.100/- per instance shall be levied.
- d) Delay in scheduled preventive maintenance shall attract a penalty of 1% of the quarterly contract value per day, subject to a maximum of 10%.
- e) Use of substandard or unauthorized spare parts shall attract recovery of cost along with penalty and replacement at contractor's risk and cost.
- f) Submission of false or incorrect service reports shall attract a penalty of Rs.1,000/- per instance and may lead to termination.
- g) Total penalty shall ordinarily be limited to 10% of the quarterly contract value. however, repeated default may lead to termination and forfeiture of performance security.
- h) All penalties shall be recovered from running bills or security deposit, and the decision of the competent authority shall be final and binding.

13. **Financial Bid :**

- a) The Financial Bid shall be submitted online only through the GeM Portal in the prescribed format, no offline submission shall be accepted.
- b) The bidder shall quote comprehensive CAMC rates inclusive of all costs such as manpower, tools, equipment, consumables, spare parts, transportation, taxes, duties, and all other incidental expenses. The rates shall be quoted in the format prescribed in Annexure-III, and the total quoted amount shall be treated as the overall comprehensive CAMC contract value.
- c) The quoted CAMC rates shall also be deemed to include coverage of AC units/components presently under OEM/manufacturer/compressor warranty, in accordance with Clause 8(b) & 8(c) of the bid document, and no separate financial implication or rate revision shall be admissible upon expiry of such warranty during the contract period.

- d) The quoted rates shall remain firm and fixed for the entire contract period, including any extension period, and no escalation shall be permitted.
- e) The price bid shall be inclusive of GST and all applicable taxes, clearly indicating the tax components as per GeM format.
- f) The bidder shall ensure that there are no conditional or ambiguous financial quotes, such bids shall be liable for rejection.
- g) In case of discrepancy between figures and words, the amount quoted in words shall prevail.
- h) L1 bidder (lowest evaluated bidder) shall be determined on the basis of total quoted cost for the entire scope of work as per GeM evaluation criteria.
- i) In case of reduction in scope (e.g., removal of AC units), proportionate deduction shall be made from the contract value.
- j) The bidder shall quote rates after taking into account all risks, contingencies, and obligations under the contract.
- k) The rates quoted and accepted under the contract shall remain applicable for any additional Air Conditioning units of similar type and capacity installed during the currency of the contract. Such additional units, if required to be covered under CAMC, shall be included on a pro-rata basis at the same approved rates and terms & conditions of the contract, subject to mutual consent of both parties.

14. **Uploading of the documents** specified below is mandatory for qualification in the Technical Evaluation, and non-submission of any required document shall lead to summary rejection of the bid without further consideration. All documents must be duly signed and stamped and uploaded in PDF format only on the GeM portal. Physical/manual submission shall not be accepted. **Bidders shall submit a single indexed file containing the complete checklist of documents for ease of evaluation**, with each document clearly marked against the respective eligibility criteria.

- a) Firm Registration Certificate.
- b) Shop and Establishment Registration Certificate, along with proof of registered head office presence in **Mumbai/Thane/Navi Mumbai jurisdiction** (rent agreement/utility bill, etc.).
- c) GST Registration Certificate and PAN Card copy.
- d) Certified documents showing minimum average annual turnover of ₹.5.00 lakh for the last three (03) financial years.

- e) Shop and Establishment Registration Certificate, along with proof of registered head office present in Mumbai/Thane/Navi Mumbai jurisdiction (rent agreement/utility bill, etc.).
- f) Copies of work orders, agreements, and/or completion certificates for similar CAMC/AMC of Air Conditioners executed during the last three (03) years.
- g) At least one (01) similar work of comparable value in Government Departments/PSUs/Autonomous Bodies/Private Organizations, having a contract value not less than 50% of the estimated value of the present bid.
- h) Undertaking for Acceptance of Terms & Conditions of the bid document without any deviation.
- i) Signed and Stamped Copy of Entire Bid Document, including all corrigenda/addenda, as token of acceptance.

15. **Termination :**

- a) ABMP reserves the right to terminate the contract, wholly or partly, at any time during the contract period by giving 30 days' written notice without assigning any reason. In case of unsatisfactory performance, breach of contract conditions, delay in services, use of substandard materials, or violation of statutory provisions, the contract may be terminated immediately after giving reasonable opportunity to the contractor to explain its position.
- b) Upon termination due to default of the contractor, the Performance Security Deposit may be forfeited.

16. **Arbitration / Jurisdiction :**

- a) Any dispute or difference arising out of or relating to the contract shall, as far as possible, be resolved amicably through mutual discussions between the parties. Failing such settlement, the dispute shall be referred to a Sole Arbitrator appointed by the Competent Authority of ABMP in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and amendments thereto.
- b) The seat and venue of arbitration shall be Mumbai.

17. **Force Majeure**

- a) Neither party shall be liable for failure or delay in performance of obligations under the contract due to events beyond their reasonable control, including natural calamities, fire, flood, war, strikes, pandemics, government restrictions, or any other Force Majeure event. The affected party shall promptly inform the other party in writing about the occurrence and expected duration of such event.

- b) During the continuance of the Force Majeure event, contractual obligations shall remain suspended to the extent affected. If such conditions continue for more than 30 days, either party may terminate the contract without financial liability, except for payments due for services already rendered.

Annexure-I**Schedule of Requirements - Air Conditioners to be covered under AMC****The Air Conditioners covered under this AMC are presently in working condition.**

| Sr. No. | Make / Model | Capacity | Quantity | Purchase | Remote | Room / Cabin |
|----------------|-----------------------------------|-----------------|-----------------|-----------------|---------------|-------------------------|
| 1 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | Yes | Cabin No. 18 |
| 2 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | Yes | Cabin No. 21 |
| 3 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | Yes | Cabin No. 22 |
| 4 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | Yes | Cabin No. 23 |
| 5 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | Yes | Cabin No. 25 |
| 6 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | Yes | Cabin No. 26 |
| 7 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | Yes | Cabin No. 27 |
| 8 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | Yes | Cabin No. 28 |
| 9 | Voltas Split Air Conditioner | 1.5 Ton | 2 | 2023-2024 | Yes | Cabin No. 01 |
| 10 | Lloyd Split Air Conditioner | 1.5 Ton | 2 | 2018-2019 | Yes | Cabin No. 02 |
| 11 | Hitachi Split Air Conditioner | 1.5 Ton | 2 | 2012-2013 | Yes | Cabin No. 03 |
| 12 | Voltas Split Air Conditioner | 1.5 Ton | 2 | 2025-2026 | Yes | Cabin No. 04 |
| 13 | Lloyd Split Air Conditioner | 1.5 Ton | 2 | 2018-2019 | Yes | Cabin No. 05 |
| 14 | Lloyd Split Air Conditioner | 1.5 Ton | 1 | 2018-2019 | Yes | Cabin No. 06 |
| 15 | Lloyd Split Air Conditioner | 1.5 Ton | 1 | 2018-2019 | Yes | Cabin No. 07 |
| 16 | Hitachi Split Air Conditioner | 1.5 Ton | 2 | 2011-2012 | Yes | Cabin No. 08 |
| 17 | Hitachi Split Air Conditioner | 1.5 Ton | 1 | 2012-2013 | Yes | Cabin No. 09 |
| 18 | Voltas Window Air Conditioner | 1.5 Ton | 1 | 2023-2024 | Yes | Cabin No. 14 |
| 19 | Lloyd Split Air Conditioner | 1.5 Ton | 1 | 2018-2019 | Yes | Cabin No. 17 |
| 20 | Carrier Split Air Conditioner | 1.5 Ton | 1 | 2025-2026 | Yes | Cabin No. 17 |
| 21 | Hitachi Split Air Conditioner | 1.5 Ton | 1 | 2012-2013 | Yes | Cabin No. 24 |
| 22 | Hitachi Concealed Air Conditioner | 2 Ton | 5 | 2013-2014 | Yes | Cabin No. 12 |
| 23 | Hitachi Concealed Air Conditioner | 2 Ton | 2 | 2013-2014 | Yes | Cabin No. 11 |
| 24 | Voltas Split Air Conditioner | 2 Ton | 4 | 2024-2025 | Yes | Staff Hall Cabin No. 32 |
| | TOTAL | | 38 | | | |

UNDERTAKING/BID ACCEPTANCE LETTER

(Should be furnished by all the bidders on company letter head)

To
The Joint Registrar
Adjudicatory Board for Major Ports
Ministry of Ports, Shipping and Waterways
Government of India, 4th Floor, Bhandar Bhavan,
Mujawar Pakhadi Road, Mazgaon, Mumbai – 400010.

Subject : Acceptance of Terms and Conditions of Bid.
GeM Bid No. : _____

Dear Madam,

1. I/We hereby certify that I/We have carefully read and understood the entire bid document, including all annexures, schedules, and corrigenda issued from time to time, and agree to abide by all terms, conditions, and provisions contained therein.
2. I/We unconditionally accept all the terms and conditions of the bid document and corrigenda in their entirety.
3. I/We declare that our firm has not been blacklisted or debarred by any Government Department, Autonomous Body, or Public Sector Undertaking.
4. I/We confirm that the quoted prices are all-inclusive (including packing, forwarding, freight, insurance, taxes, duties, etc.), are in Indian Rupees, and shall remain firm and fixed for the entire duration of the contract.
5. I/We certify that all information furnished in the bid is true and correct. In case any information is found to be false, incorrect, or misleading, the Purchaser shall have the right to reject the bid or terminate the contract without notice.
6. I/We undertake that if we withdraw or modify the bid during its validity period, or fail to sign the contract or submit Performance Security within the stipulated time after award, we shall be liable for suspension/debarment for a period of two (2) years, as per GeM provisions.
7. I/We confirm that the minimum average annual turnover criteria, as specified in the bid document, has been complied with, and relevant supporting documents have been submitted.
8. I/We hereby declare that there is no conflict of interest in participating in the present bid, and I/We have not engaged in any anti-competitive practices or collusion with other bidders.
9. I/We shall comply with all applicable laws, rules, regulations, labour laws, taxation laws, and statutory requirements during the execution of the contract.
10. I/We accept that the Purchaser reserves the right to accept or reject any or all bids, cancel the bidding process, or annul the award without assigning any reason, as per GeM provisions.

11. I/We undertake to submit Performance Security within the stipulated time as per GeM terms, failing which applicable action may be taken.

12. I/We confirm that the offered products/services shall be supported by OEM-backed warranty and after sales support as per bid requirements.

13. The approved rates under the contract shall also apply to any additional similar AC units installed during the contract period, which may be covered under CAMC on a pro-rata basis under the same terms & conditions.

14. I/We undertake to submit a Non-Disclosure Agreement (NDA) to ABMP in the prescribed format.

Yours faithfully

(Signature of the bidder, with official seal)

Dated :

Place :

FINANCIAL BID

**Comprehensive Annual Maintenance Contract (CAMC)
for Air Conditioners installed at ABMP Office, Mumbai**

(To be submitted online through GeM Portal only)

(Amount in Rs.)

| Sr. No. | Make/Model | Capacity | Quantity | Purchase | Unit CAMC Rate per AC per Year | Total Annual Amount |
|---|-----------------------------------|----------|----------|-----------|--------------------------------|---------------------|
| 1 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | | |
| 2 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | | |
| 3 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | | |
| 4 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | | |
| 5 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | | |
| 6 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | | |
| 7 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | | |
| 8 | Voltas Split Air Conditioner | 1 Ton | 1 | 2024-2025 | | |
| 9 | Voltas Split Air Conditioner | 1.5 Ton | 2 | 2023-2024 | | |
| 10 | Lloyd Split Air Conditioner | 1.5 Ton | 2 | 2018-2019 | | |
| 11 | Hitachi Split Air Conditioner | 1.5 Ton | 2 | 2012-2013 | | |
| 12 | Voltas Split Air Conditioner | 1.5 Ton | 2 | 2025-2026 | | |
| 13 | Lloyd Split Air Conditioner | 1.5 Ton | 2 | 2018-2019 | | |
| 14 | Lloyd Split Air Conditioner | 1.5 Ton | 1 | 2018-2019 | | |
| 15 | Lloyd Split Air Conditioner | 1.5 Ton | 1 | 2018-2019 | | |
| 16 | Hitachi Split Air Conditioner | 1.5 Ton | 2 | 2011-2012 | | |
| 17 | Hitachi Split Air Conditioner | 1.5 Ton | 1 | 2012-2013 | | |
| 18 | Voltas Window Air Conditioner | 1.5 Ton | 1 | 2023-2024 | | |
| 19 | Lloyd Split Air Conditioner | 1.5 Ton | 1 | 2018-2019 | | |
| 20 | Carrier Split Air Conditioner | 1.5 Ton | 1 | 2025-2026 | | |
| 21 | Hitachi Split Air Conditioner | 1.5 Ton | 1 | 2012-2013 | | |
| 22 | Hitachi Concealed Air Conditioner | 2 Ton | 5 | 2013-2014 | | |
| 23 | Hitachi Concealed Air Conditioner | 2 Ton | 2 | 2013-2014 | | |
| 24 | Voltas Split Air Conditioner | 2 Ton | 4 | 2024-2025 | | |
| Sub Total (Excluding GST) | | | | | | |
| Add : GST as Applicable | | | | | | |
| Grand Total Annual Contract Value (Including GST) | | | | | | |

Note :

1. The quoted CAMC rates shall be applicable for all Air Conditioning units indicated in the schedule, including units/components presently covered under OEM/manufacturer/compressor warranty.
2. During the validity of such warranty, repair/replacement of warranty covered components shall be carried out through the respective OEM/authorized service provider and no separate reimbursement, compensation, rate escalation or additional payment shall be admissible from ABMP.

3. Immediately upon expiry of OEM/manufacturer/compressor warranty during the contract period, the concerned AC units/components shall automatically come under the full scope of Comprehensive CAMC at the same approved rates and terms & conditions without any additional financial implication to ABMP.
4. The bidder shall be deemed to have considered all such warranty conditions while quoting the CAMC rates and no subsequent claim or revision of rates shall be entertained on this account.

I/We hereby certify that the rates quoted above are inclusive of all charges and are in accordance with the terms & conditions of the bid document and GeM provisions.

Signature of Authorized Signatory

(Name & Designation)
Seal of Firm

Date: _____
Place: _____
