RABINDRA BHAVANA
VISVA-BHARATI

Tender for
Comprehensive Annual Maintenance Contract of AC Machines

Date of tender notification	18th November 2026
Last date and time for submission of tenders	11th December 2026
Date and time of opening of Tenders (Technical)	12th December 2026
Contract Duration	Initially for One (01) year further extension maximum two times subject to approval of Competent Authority.

TENDER NOTICE:

Rabindra Bhavana, Visva-Bharati (here in after referred to as "VISVA-BHARATI") invites tenders through Speed post or Registered post for AMC (COMPREHENSIVE) OF AC MACHINES at Rabindra Bhavana, Visva-Bharati, Santiniketan from eligible, reputed firms /agencies.

Company (Make)	**Capacity**	**AC Type**	**Total Number of Units**
Blue Star	11TR	Ductable Split	2
Blue Star	8.5TR	Ductable Split	7
Blue Star	3TR	Cassette AC	9
Voltas	8.5TR	Ductable AC	2
Voltas	3TR	Tower AC	2
Voltas (Inverter)	2TR	Split AC	3
Voltas	1.5TR	Split AC	20
Voltas	1TR	Split AC	1
Carrier	8.5TR	Ductable Split	3
Hitachi (NEW)	8.5TR	Ductable Split	2
Samsung	1.5TR	Split AC	1
Grand Total			**52 Units**

PREAMBLE/INTRODUCTION:

VISVA-BHARATI is a central University located in Santiniketan and an autonomous body under the administrative control of the Ministry of Education. This University was established by the first Asian Nobel Laureate Rabindranath Tagore.

A) SCOPE OF SERVICE/WORK

1. **Service Schedule: There will be 12 (Twelve) routine services (i.e. one servicing every month in a year).** This may be broken up as follows: (i) Dry Servicing-12 numbers and (ii) wet servicing- 12 numbers compulsorily for each unit at equal intervals in a year.
2. Any number of breakdown calls is to be attended on an actual basis within 12 hours.
3. Routine Service Coverage:
   a. Checking of motor bushings.
   b. Checking of connection at the main plug.
   c. Cleaning of blower, condenser fan, air filter, evaporator, condenser coils and equipments.
   d. Oiling of motor.
   e. Checking of cooling efficiency.
   f. Repair/replacement of compressor, gas charging, replacement of defective spare parts, blower for motor runner and fan blade.
   g. Repair of blower motor stand, rewinding, heat varnishing, oiling and greasing, patch repairing of the machine body, housing, base plate outer cover, painting of the machine during first servicing together with oil filter changing, cleaning etc.
   h. Repair/replacement of microprocessor controls and electrical controls of the AC should be done.
   i. Refrigerant replacement should be done as and when required.

4. SPARE PARTS REPLACEMENT

   a. Faulty parts that need replacement are to be replaced with the same specification and same make; if the part of same specification and make is not available it is to be replaced with spare/parts of higher specifications/configuration and/or make/brand agreed by VISVA-BHARATI. The replaced spare parts should be new and at par with the faulty parts.
   b. The rate of all the required materials as an additional item/work to be mentioned as fixed rate throughout the AMC period.
   c. The faulty spare parts which are in question for replacement should be submitted to the Rabindra-Bhavana authority after replacement.

5. UP-TIME

   a. Response time for maintenance works covered under AMC will be maximum 6(six) hours.
   b. Any number of breakdowns should be attended by the contractor during the AMC period.

6. There will be 12 (Twelve) routine services (i.e. one servicing every month in a year)

   a. Dry servicing -12 nos. (ii) Wet servicing-12 nos. for each unit to be done by the technicians at equal interval in a year. Besides this, in breakdown maintenance, any number of break-down calls shall be attended by the contractor.

b. If any machine is required to be taken to workshop for any repair/service, the agency should provide another machine as replacement temporary and till rectification/ installation of the repaired machine. They should also bear the transportation charges.

B) TERMS AND CONDITIONS

1. Please read the terms & conditions carefully before filling up the tender. Incomplete tender will be summarily rejected.

2. Telegraphic or conditional tender may not be accepted or the condition(s) may not be considered.

3. The contract for Comprehensive AMC for AC Machine shall be commercial contract and between VISVA-BHARATI & the successful Tenderer. There shall be no employer-employee relationship between VISVA-BHARATI and the Tenderer or the staff/ personnel deputed by the said contractor.

4. Tender shall be submitted in official tender form through **Speed post/Registered post** only.

5. Scan copy of DD(s) is to be uploaded along with the Technical Bid but original DD is to be sent to the Director, Rabindra-Bhavana, Visva-Bharati on or before the last date of submission of tender.

6. No overwriting, correction, insertion shall be permitted in any part of the tender unless duly countersigned by the tenderer. The tender should be filled in and submitted in strict accordance with the instructions laid down herein; otherwise, the tender is liable to be rejected.

7. The quote/rates should be valid at least 3 months from the date of opening of the tender; however, in case of the successful tenderer the quote/ rate shall be valid for the entire period of contract. Prevailing statutory rates (GST, etc.) as revised by the Govt, from time to time will be considered.

8. The AMC is of Comprehensive type, i.e. inclusive of all spares/ parts etc.

9. All statutory obligations under various laws from time to time will have to be met by the contractor for which no extra payment shall be made to him at any time during the contract period. VISVA-BHARATI will no way be responsible for any default with regard to any statutory obligation.

10. The quotes should be valid in the case of all the tenders for at least 3 months from the date of opening of the tender and if tenderer withdraws during the period, the EMD shall be forfeited. In case of the successful tenderer, rates quoted shall be valid for the entire period of contract.

11. The Successful Bidder should depute competent service engineer(s) for trouble shooting and maintenance as and when required. In emergency/ urgent / unavoidable circumstance the contractor may be required to provide the service on Saturday / Sunday / Holidays also, which will be communicated accordingly.

12. No payment shall be made in advance. Payment will be made quarterly in arrear basis against bill in triplicate and based on satisfactory certification by the concerned VISVA-BHARATI official(s) Santiniketan.

13. In case of failure to resolve any problem or unable to render service/ support within stipulate time, VISVA-BHARATI reserves the right to get the work done from any other source(s) and expenditure to this effect will be borne by the agency /service provider, either the amount will be deducted from the bill amount and/ or from the security deposit and / or the agency/ contractor will pay the same.

14. The number of items/systems mentioned in Annexure "IV" for which AMC is being done may be increased/decreased and payment will be made on actual based on the quoted rate.

15. If the contractor is responsible for any loss or damage to Institute's moveable or immoveable property due to the conduct of the contractor's staff, the same shall be made good by the contractor at his own cost. If it is found that the conduct or efficiency of any person deployed by the contractor is unsatisfactory, the contractor shall replace him immediately and depute a new person under intimation to VISVA-BHARATI.

16. VISVA-BHARATI will not provide any mode of transport in respect of manpower or any items/ materials required by the contractor for executing the AMC.

17. In case of L-I is more than one, the selection criteria (viz. The past performance, etc.) would be at the discretion of VISVA-BHARATI . The decision of VISVA-BHARATI in this regard and for selection of successful bidder in such a situation, will be final in all respect and will be binding on all the tenderers.

18. Lowest bid may not be the only criteria for selection; preference shall be given to the other factor, viz. Previous relevant experience with other organization(s), turnover, and quality of service, reputation etc. and successful tenderer will be selected accordingly. Decision of Visva-Bharati Authority in this regard shall be final and binding on all the bidders.

19. Even after qualifying in the technical bid, the financial bid may be rejected, if found not in order.

21. The Contractor shall not engage any Sub-Agent or Sub-Contractor whatsoever for the said AMC of AC Machines.

21. The Contractor shall abide by the Rules and Regulations of the VISVA-BHARATI as may be enforced from time to time. The Contractor will have to work in close co-operation with others at the site.

22. It is strongly recommended that the tenderer should inspect the site any time during working hours on any working day with prior appointment before submission of bid; no extra shall be payable for lack of knowledge of the site conditions/ items and constraints, if any.

23. The contract may be withdrawn by either side due to any reason by giving a minimum of 30 days' notice. The agreement with VISVA-BHARATI in such cases will be treated as cancelled before its expiry. However, VISVA-BHARATI reserves the right to terminate the

contract at any point of time at its sole discretion due to non-satisfactory service or violation of T&Cs or due to any applicable reason and VISVA-BHARATI's decision in this regard shall be final and binding on the contractor.

24. An agreement on Non-judicial Stamp paper containing all the terms and conditions of the service is to be made by the successful tenderer with VISVA-BHARATI within one month from the date of issuing of work order and the same shall be notarized by the contractor at his own cost.

25. Any query/clarification with respect to the tender(T&Cs, etc) may get cleared prior to submission of bid concerned VISVA-BHARATI official(s) may be contacted in this regard in between 10.00am to 5.00 pm on any working day with prior appointment. However, VISVA-BHARATI will not entertain of clarify any such query during post bid.

26. All disputes are subject to Santiniketan Jurisdiction only.

27. Pre-bid discussion has to be done before award of the contract.

ELIGIBILITY CRITERIA FOR BIDDERS

1. All tenders are required to submit Earnest Money (EMD) of Rs. 10,000/- (Refundable) in the form of Demand Draft (should be drawn beyond the date of notification of this NIT) in favour of Accounts Officer, Visva-Bharati, Santiniketan payable at SBI Santiniketan. No interest shall be paid on the said EMD and will be returned after finalization of the tender; however, the EMD of the successful bidder will remain with VISVA-BHARATI till submission of PBG. The EMD will be forfeited in the following events:
    i. If information declared/document submitted found false/fake/forged.
    ii. If the selected/successful bidder does not accept the W.O., or, unable to provide services.
    iii. If the bidder withdraws his bid/quote.
2. In case the bidder claims waiver of EMD, he shall provide documentary proof of being registered with CPO or MSME or the concerned ministry or Department as per GFR-170. The registration must remain valid till the bid validity period.
3. This successful tenderer shall be required to deposit Security Money in the form of PBG @ 5% of the AMC value from a scheduled Bank of India within 15 days of receiving of Work Order. No interest shall be paid on such security deposit, which shall remain with the Institute during the period of the contract and it shall be released after two months from the date of expiry of the contract after deducting dues, recovery etc., if any and as applicable. However, if the contract is terminated due to any default of the contractor, the said security deposit will be forfeited.
4. The minimum annual turnover of the tenderer for the last three years should not be less than Rs.15 Lakh per year which should be substantiated by copy of Audited Annual Accounts (audited by a Chartered accountant).
5. The original DD towards EMD should be sent to the Director, Rabindra-Bhavana, Visva-Bharati on or before the last date of submission of tender failing which the bid will be treated as cancelled.

PENALTY CLAUSES

1. If the firm does not attend to the complaint within 48 hours from the time of registration of the complaints with the resident engineer deployed by the firm or on the telephone (given by the firm for lodging complaints), a penalty @ 0.5% of the value of AMC charges of the equipments shall be levied. If a sub assembles of the equipment fails, the penalty shall be applicable for the same scheduled item.
2. Penalty shall be levied @ 0.5% of the value of AMC charges for that equipment for each day.
3. If the fault is set right by replacing the defective equipments, the same should be re-installed after servicing within 7 days (if 7^{th} day falls on holiday then next day morning). In case of default, penalty shall be levied @ 0.25% of the value of the AMC charges for the scheduled item.

VISVA-BHARARTI reserves the right to accept or reject any or all the tenders in part or whole or may cancel the tender at any stage of the tendering process at its sole discretion without assigning any reason whatsoever and decision of VISVA-BHARATI in this regard shall be final and binding. No further correspondence in this regard will be entertained.

Annexure-I

TECHNICAL BID

1.

a. Name of the Tenderer / Organization

.....

b. Name of the proprietor / partners.....

c. Date of Establishment:.....

d. please specify as to whether Tenderer is sole proprietor/ Partnership firm/ Private or Limited Company or authorised sales & service provider of the manufacturer (authorization certificate to be enclosed).

2. a. Address (office):

b. Telephone /Phone no.:

c. Email ID :

3. List of reputed clients:

Sl.	Client's Name	Contact Person	Contact number (with email-id, if any)	Remarks, if any

4. Furnish copies of the following documents :
   i. Trade License
   ii. PAN Registration
   iii. GST Registration
   iv. ITR (AY 2023-2024, 2024-2025 & 2025-2026)
5. EMD details
   i. DDno._____,dtd._____,amt._____,bank_____ _____(EMD)

1. *Tenderer should submit the entire set of tender papers duly signed while dropping the tender.*
2. *Additional paper(s) to furnish the above information may be used.*

Signatures of the Tenderer with date & seal

ANNEXURE-II

COMPLIANCE CERTIFICATE AS PER NIT TERMS TO BE SUBMITTED ALONG WITH TECHNICAL BID

FOR AMC (Comprehensive) of AC Machines

SL.	Particulars	Mention "Yes" or "No"
1.	Whether capable and agreed to deposit **Security Money of 5%** in the form of PBG of AMC value within 15 days of receiving of Work Order?	
2.	Whether document in support of having minimum 03 (Three) years experience in executing of similar kind of works along with a list of organizations (Govt., PSU, reputed MNCs / Educational Institutes / organizations) where the Tenderer is currently providing / has earlier provided this kind of service, submitted ?	
3.	Whether Trade License for this kind of jobs submitted ?	
4.	Whether copy of PAN submitted ?	
5.	Whether copy of GST Registration submitted ?	
6.	Whether minimum Annual turnover is Rs. **15 Lakh** per year during the last three years (i.e. Financial year: 2022-2023, 2023-2024 & 2024-2025) { please attach relevant documents, viz. Trading, P/L& Balance Sheet (audit report from authorized chartered Accountant), etc. As a proof} ?	
7.	Whether copy of Income Tax Return for last 3 (three) years submitted (Assessment Year: 2023-2024, 2024-2025 & 2025-2026)?	
8.	Whether agreed to abide by all the terms & conditions of this tender ?	
9.	Whether scan copy of DD, Annexure-I, II, & III duly filled has been uploaded with "Technical Bid" ?	
10.	Whether Annexure-IV duly filled has been submitted with " Financial Bid" ?	
11.	Whether registered with MSME as per GFR-170 ?	

All above enclosures must be valid.

Signatures of the tenderer with date & seal

ANNEXURE-III

UNDERTAKING

I/We hereby undertake that the information provided above and elsewhere in the tender is true and the tender is liable to rejection if the same is found to be false or the information is found to have been suppressed by me / us.

Date:

(Signature with full name, Designation & Seal of the Tenderer)

Signatures of the tenderer with date & seal

ANNEXURE-IV

PROFORMA FOR FINANCIAL BID AND LIST OF AC MACHINES FOR ANNUAL MAINTENANCE CONTRACT

(To be filled in the GeM portal Only)

Specification of the AC machines of Rabindra-Bhavana, Visva-Bharati

Sl. No	Installed at	Make	Capacity	Total	Rate per unit per annum (inRs.)	GST (%)	Total Amount (in Rs.)
1.	Archives	Blue Star	11TR x 1 Ductable split	11 TR	-	-	-
2.	Vichitra Hall	Blue Star	8.5TR x 2 Ductable Split	17 TR	-	-	-
3.	Strong Room	Voltas	8.5 TR x 2 AC Ductable	17 TR	-	-	-
4.	Old Archives	Blue Star	3TRx 2 Cassets AC	6 TR	-	-	-
5.	Museum	Blue Star	11TR x 1Ductable split	11 TR	-	-	-
6.	Gitanjali Gallery	Hitachi	8.5TR x 2Ductable Split	17 TR	-	-	-
7.	Rear Collection Room	Blue Star	8.5TR x 2Ductable Split	17 TR	-	-	-
8.	Foreign book	Voltas	1TRx 1Split AC	1 TR	-	-	-
9.	Library	Blue Star	8.5TR x 2Ductable Split	17 TR	-	-	-
10.	Library Reading Room	Blue Star	8.5TR x 1Ductable Split	8.5 TR	-	-	-
11.	Library Store	Blue Star	3TRx 1Cassets AC	3 TR	-	-	-
12.	Director's Room	Blue Star	3TRx 1Cassets AC	3 TR	-	-	-
13.	Special Officer's Room	Blue Star	3TRx 1Cassets AC	3 TR	-	-	-
14.	Office-I	Blue Star	3TRx 1Cassets AC	3 TR	-	-	-
15.	Office-II	Blue Star	3TRx 1Cassets AC	3 TR	-	-	-
16.	Office-III	Blue Star	3TRx 1Cassets AC	3 TR	-	-	-
17.	Curator's Room	Voltas	1.5TRx 1 Split AC	1.5 TR	-	-	-
18.	Librarian's Room	Blue Star	3TRx 1Cassets AC	3 TR	-	-	-
19.	Multimedia	Voltas (Inverter)	2TRx 3Split AC	6 TR	-	-	-
20.	Multimedia	Voltas	1.5TRx 2Split AC	3 TR	-	-	-
21.	Preservation	Voltas	1.5TRx 4Split AC	6TR	-	-	-
22.	Photo section	Voltas	1.5TRx 9Split AC	13.5 TR	-	-	-
23.	Generator Section	Voltas	1.5TRx 1Split AC	1.5 TR	-	-	-
24.	Udayana Building	Voltas	3TRx 2Tower AC	6 TR	-	-	-
25.	CCTV Control Room	Voltas	1.5TRx 2 Split AC	3 TR	-	-	-
26.	Ticket Counter	Voltas	1.5TRx 1Split AC	1.5 TR	-	-	-
27.	Lipika Manuscriptorium	Carrier	8.5 TR x 3 Ductable split	25.5 TR	-	-	-
28.	Lipika Manuscriptorium	Samsung	1.5 TR x 1 Split AC	1.5 TR	-	-	-
			Grand Total	**212.5 TR**			

DECLARATION

1. I certify that my firm shall abide by the terms & conditions as laid down in TENDER Notice dated 25th September 2026.
2. The Firm is not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
3. The Firm is not black-listed by Central / any State Government / Public Sector Undertaking in India.

Yours Faithfully

Signature _____
Name _____
Designation_____
Company Name / Seal _____