

Birla Institute of Management Technology

Plot No. 5, Knowledge Park II, Greater Noida, UP. PIN 201306

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REQUEST FOR QUOTATION FOR (CAMC) COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR HVAC SYSTEM (VRF & CASSETTES) AT BIMTECH

M/s	TENDER NO. BIMTECH/Purchase/CAMC HVAC/2026/07, Date 17.08.2026
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IMPORTANT DATES	
Date of issue of tender document	Monday 17/08/2026
Last date and time for submission of tender	Wednesday 02/09/2026 till 5:00 PM
Pre-Bid Meeting Date & Time	Monday 24/08/2026 11:30 AM
Venue, date and time for opening of Bid	Deputy Director, BIMTECH Plot No. 5, Knowledge Park II, Greater Noida, UP. PIN 201306

Dear Sirs,

Birla Institute of Management Technology invites sealed quotations **Request for Quotations** under a Two-Bid System (Technical & Financial) for Comprehensive Annual Maintenance Contract for HVAC System (VRF).

Please go through the complete tender document. Bids complete in all respects should reach the BIMTECH on or before the due date & time. Bids received after the due date and time is liable to be rejected.

The tender document containing eligibility criteria, scope of work, terms & and conditions can be downloaded from www.bimtech.ac.in

Birla Institute of Management Technology reserves the right to accept or reject any or all tenders received at its absolute discretion without assigning any reason whatsoever. No claim, whatsoever, shall be entertained on this account.

Sd/-
(Deputy Director- BIMTECH)

A: SCOPE OF WORK

The CAMC shall cover complete preventive, breakdown and corrective maintenance of all LG VRF outdoor units, indoor cassette units, controllers, refrigerant piping, drain systems, electrical/control systems and associated accessories. The CAMC shall include all necessary labour, tools, transportation, consumables, refrigerant/gas, minor and major spare parts, repairs and replacements in the contract for ensuring the desired levels of cooling.

1. **Preventive Maintenance:** Quarterly preventive maintenance and **two major services annually** shall be carried out for all AC units, including:
 - Cleaning of filters, evaporator/condenser coils, blowers, grills, drain trays and drain lines.
 - Cleaning of outdoor units and heat-exchanger surfaces.
 - Checking refrigerant pressure, leakage and cooling performance.
 - Checking compressor, fan/blower motors, sensors and thermostats.
 - Checking electrical connections, MCBs, contactors, relays, PCBs, inverter modules and control wiring.
 - Checking controllers and indoor/outdoor communication.
 - Checking abnormal noise, vibration, temperature and error codes.
 - Drain-pump testing and rectification.
 - Greasing/lubrication of applicable moving parts.
 - Rust-prevention treatment wherever required.
 - Off-season inspection and servicing to keep all equipment ready for the next cooling season.
2. **Electrical & Control System Checks**
 - Check incoming voltage, current, phase balance and electrical connections.
 - Inspection of MCBs, isolators, contactors, relays, PCBs and control wiring.
 - Checking remote controllers, wired controllers and centralized control systems.
 - Checking sensors, thermostats and communication between indoor and outdoor units.
 - Tightening of loose electrical connections.
3. **VRF System Performance**
 - Check suction/discharge pressures and operating parameters as applicable.
 - Check refrigerant charge and identify refrigerant leakage.
 - Monitor compressor, condenser fan and other operating parameters.
 - Check abnormal noise, vibration and temperature.
 - Verify cooling performance of individual indoor units.
 - Check error/fault codes and rectify system alarms.
4. **Cassette AC Maintenance**
 - Cleaning of filters, evaporator coils, blower/fan assembly and air outlet grills.
 - Cleaning and flushing of drain tray and drain line.
 - Checking drain pump operation.
 - Checking swing louvers and air-direction mechanism.
 - Checking cooling performance and airflow.
 - Cleaning/deodorizing treatment where required.
5. **Breakdown Maintenance**
 - Attend breakdown complaints within the response time specified in the CAMC.
 - Diagnose faults and restore the equipment to operational condition.

- Rectification of electrical, mechanical, control and refrigerant-related faults.
- Emergency/breakdown visits as required during the contract period.

6. Replacement/Repairs of Parts

- Replacement of defective minor components
- Major spare parts such as compressors, Relay, PCBs, motors, coils, sensors, Remote expansion valves, etc., should be included in the contract.
- All replaced parts should be genuine/OEM-approved and submitted for inspection where required.
- All repairs directly related to the functioning of the AC unit.

7. Refrigerant & Consumables

- Checking for refrigerant leakage and carrying out leak rectification.
- Refrigerant top-up/charging should be included in the contract.
- Define treatment of consumables such as insulation tape, electrical terminals, drain-pipe fittings, cleaning chemicals, etc.

8. Safety & Compliance

- Contractor shall follow all applicable electrical, safety and work-at-height requirements.
- Proper PPE shall be used by maintenance personnel.
- Work areas shall be protected from water/dust during servicing and cleaned after completion.
- No modification to existing systems shall be carried out without written approval.

9. Documentation & Reporting

- Submit preventive maintenance reports after every service visit.
- Record equipment condition, faults observed, action taken and parts replaced.
- Submit monthly/quarterly performance reports.

10. Contractor Staffing

- Contractor shall deploy qualified and experienced VRF technicians.
- Technicians should have adequate knowledge of the relevant OEM systems.
- Contractor shall provide contact details of service personnel and escalation contacts

11. Response and Resolution Time

Complaint	Response	Resolution
Critical/complete VRF failure/Cassettes	6 Hour	24 Hours
Major AC fault	6 Hours	36 Hours
Minor fault	6 Hours	24 Hours
Major spare/compressor/PCB/Motor, Coil etc.	6 Hours	7 Days

12. Penalty

- Failure to respond within the stipulated SLA: Rs 500 will be impose after 24 hours or part thereof.
- Failure to resolve the complaint within the stipulated SLA: Rs 1,000 will be impose after 48 hours of delay or part thereof.
- Failure to carry out scheduled preventive maintenance: Rs 2,000 will be impose per missed visit.

PART-

B: ELIGIBILITY CRITERIA:

Only those firms/Proprietary Firms/Partnership Firms/Agencies which fulfill the following minimum criteria need to submit their bids along with necessary documents. Those firms who do not meet the minimum eligibility criteria and not submitting the required document will be disqualified on technical grounds.

1. The Firm/agency should have PAN, GST Registration (Proof in this regard must be attached with the bid).
2. The Firm/agency should have a minimum of One (3) years of working experience in the same kind of work (attached work order). The firm/Agency should have experience in Govt. Departments or Autonomous Organization or Corporate or Private Institute/University.
3. The Firm/agency should not have been blacklisted/debarred by Government Organization or Corporate or Private Institute/University. Undertaking in this regard is to be furnished.
4. The Firm must have Registered office in Delhi & NCR (Address Proof) should be attached.

Tender shall be accompanied by the following documents:

- Copy of certificate of work experience and other documents as specified shall be deposited in a **sealed Envelope 1** marked as " **Technical Bid**".
- Bill of quantities and other relevant commercial information(tender) duly filled and compiled with rates, amounts, totals and signed by authorized signatory shall be placed separately in a **sealed Envelope 2**. Envelope 2 shall be super scribed as "**Financial Bid**" and opened only after tenderer's eligibility to participate in the tender is successfully established and accepted by BIMTECH.

All the envelopes shall be placed in a **large, sealed envelope** marked as "**(CAMC) COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR HVAC SYSTEM (VRF & CASSETTES)**". The large sealed envelope shall be submitted to the BIMTECH following address before the last date/time.

Addressed to:

To,
Deputy Director,
Birla Institute of Management Technology (BIMTECH)
Plot No. 5, Knowledge Park II, Greater Noida, UP. PIN 201306

At the bottom:

From: (Organization's Name, Address, and Details)

C: SELECTION PROCESS:

1. Tenders' documents submitted without proper information, without documentary evidence, shall be summarily rejected.
2. The Organization/Firm/Agency having qualified in all the points of eligibility criteria and fulfilling all the relevant details of Annexure-I & II and annexure-III" and quoting BEST COMPETATIVE RATE in totality, will be treated as a successful bidder.
3. In case two or more organizations/Firms/agencies are quoting the same rate, in that situation the firm having the highest work experience in Govt. Departments OR Autonomous Organization or Corporate or Private Institute/University. Will be treated as a successful bidder.

D.GENERAL TERMS & CONDITIONS AND GENERAL RULES AND DIRECTIONS:

1. Any person who submits a tender shall fill up the rates in the BOQ. Tenders, which propose any alteration in the Work specified in the Schedule of Quantities or in the time allowed for executing the Work or which contain any other conditions of any nature, including conditional rebates, shall be liable to be summarily rejected.
2. The BIMTECH shall have the right of rejecting all or any of the tenders and shall not be bound to accept the lowest or any other tender.
3. Upon acceptance of the tender, the name of the accredited representative(s) of the tenderer, responsible for taking instructions from the BIMTECH.
4. GST or any other applicable tax in respect of the supply of goods and/or services shall be payable by BIMTECH to the Supplier/Vendor. The Supplier/Vendor shall be solely responsible for complying with all applicable GST and other tax laws to the Government authorities.
5. BIMTECH reserves the right to terminate the contract without assigning any reason. The contract can also be terminated at the request of agency, with an advance notice falling which, the agency is liable to pay liquidated damages @ 10% of tendered value.
6. BIMTECH has the discretion and right at any stage to cancel/add or amend the information, terms, conditions procedure and protocol set out in this Tender Document and the bidder has no claims against such right. The Institute has unfettered right hereunder to terminate the arrangements at any time without assigning any reason whatsoever.

E. GUIDELINES FOR BIDDERS & TERMS AND CONDITIONS:

- 1.The bidder/Tenderer shall not tamper/modify the tender form including the downloaded price bid template in any manner. In case if the same is found to be tampered with/modified in any manner, the tender will be completely rejected.
- 2.The quoted price shall remain valid for 90 days after the date of bid opening. The bid valid for a shorter period shall be rejected by the BIMTECH as non- responsive.
- 3.This bidding document should be duly signed and stamped by the authorized person agencies/firms/Dealer on each page as proof to confirm the acceptance of the entire Terms & Conditions of Tender. Tender with Conditional offer/offers which are not in conformity to the prescribed document will be summarily rejected.
- 4.The rates should be mentioned in figures as well as in words. (Erasing/overwriting should be avoided/duly attested by the tenderer.) Taxes, however, should be indicated separately. In case, nothing is mentioned, it will be assumed that all taxes are included in the rates quoted.
- 5.At any stage, if it is found that the documents and certificates submitted by the bidder/tenderer agencies/firms/Dealer are found forged or have been manipulated, the supply/works shall be canceled. Further, the BIMTECH can also take action as appropriate under the extant laws.
- 6.The submission of tender will bind the tenderer to acceptance of all the Terms & Conditions specified herein and in addition to the conditions of the contract.
- 7.BIMTECH will not provide any Manpower or any Tools, Vehicle, Cartage to perform the contract. The contractor has to bear it at his own cost.

8.The vendor will be fully responsible for the complete safety norms of his Engineers/workers/staff during the performance of their duty in the BIMTECH. In case of any mishap/accident, the contractor will take full responsibility relating to pay compensation/medical care to his Engineers/workers/staff. BIMTECH will not be a party at any stage in any of the disputes relating to the above. In case, any liability arises due to non-conformance by the agency, under no circumstances BIMTECH will be liable for the same.

9.Intending bidders/tenderers are advised to visit website <https://www.bimtech.ac.in/in> regularly till closing date of submission of tender for any Corrigendum/Addendum/Amendment.

10.Technical offers shall be opened first, and technical offers will be evaluated by a committee based on technical evaluation criteria. The Financial offers from technically unqualified tenderers will not be opened and evaluated as per evaluation criteria. Financial offer shall be opened only for those tenders who are technically qualified.

11.All materials to be incorporated in the work/purchase order shall be arranged by the contractor and shall be in accordance with the specifications laid down.

12. The selected bidder shall not sublet, assign, or transfer the whole or any part of the work to any other party or bidder without the prior written approval of the Institute. Any unauthorized subletting shall constitute a breach of the contract and may result in termination of the contract.

14.The BIMTECH reserves the right to curtail or enhance the scope of work either by deletion of certain items entirely or by reducing/increasing/right to relax/withdraw any of the terms and conditions mentioned in the Tender Document to overcome any problem encountered during the selection of the bidders and also during the execution of the contract in the interest of BIMTECH. The quantities of certain items as required and reviewed by the Institute from time to time and therefore, the final value of the work shall be worked out and paid to the extent of work carried out.

15.The successful bidder/contractor on acceptance of his/their quotation by accepting authority; shall commencement of work, and shall sign the Agreement with the Institute within 15 days.

16.Site Visit: The bidder shall have physically inspected the BIMTECH premises and understood the existing HVAC systems, site conditions, accessibility and scope of work before submitting the bid.

F. VALIDITY OF THE CONTRACT: The contract shall initially for a period of **one (1) year** from the date of commencement of the contract and may be extended for a further period of up to **two (2) years**, subject to mutual consent of both parties and satisfactory performance.

BIMTECH reserves the right to terminate the contract at any time by giving fifteen (15) days' prior notice to the contractor, without assigning any reason.

G. PERFORMANCE SECURITY:

- a) The successful bidder shall be required to deposit an amount equal to 10% of the contract value within 15 days of the issue of the letter of intent/work order as Performance Security.
- b) Performance security shall be submitted in the form of a Demand draft drawn in favor of "Birla Institute of Management Technology", payable at Noida OR by way of a Bank Guarantee valid for 14 months.
- c) Performance Security will be discharged after completion of the contract.
- d) If the contractor fails or neglects any of his obligations under the contract BIMTECH reserves the right to forfeit either the whole or any part of the

Performance security furnished by the bidder as a penalty for such failure.

H. PAYMENT TERMS:

- a. No advance payment will be made. Payment to the successful bidder shall be released on monthly basis on the submission of the Invoice.
- b. Bill to be made in the name of **Birla Institute of Management Technology**.

I.CONCILIATION/ARBITRATION/APPLICABLE LAW & JURISDICTION:

1.If any dispute(s) or difference(s) of any kind whatsoever arising between the parties, the parties hereto shall negotiate with a view to its amicable resolution & settlement through a Committee appointed by BIMTECH.

2.In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes or differences as detailed above shall be referred to & settled by BIMTECH.

3.All matters connected with this Tender document shall be governed by the Indian Law both substantive & procedural for the time being in force & shall be subject to the exclusive jurisdiction in Noida (UP).

I have read all the terms and conditions of this document. I hereby accept all the mentioned Terms & Conditions of the above contract of BIMTECH.

Date:

(Signature of the Bidder, with Official Seal)

TECHNICAL BID**ANNEXURE- "I"**

Sr.No.	PARTICULARS	DETAILS TO BE FILLED BY THE ORGANISATION/FIRM/AGENCY
1.	Name of the Organization /Firm/Agency	
2.	Address of the Organization /Firm/Agency	
3.	Name of the Managing Director/ Director/ Owner/Proprietor (authorize a person who signs this tender document). E-mail address Phone No/Mobile No.	
4.	GST No. of the Organization/Firm/ Agency. (Attach a photocopy).	
5.	PAN No of the Organization/ Firm/ Agency. (Attach a photocopy).	
6.	The Firm/agency should have a minimum of One (3) years of working experience in the same kind of work (attached work order). The firm/Agency should have experience in Govt. Departments or Autonomous Organization or Corporate or Private Institute/University	
7.	Does your firm have ever been Blacklisted? (if NO) Attach certificate (Self-declaration) on company letterhead, as per Annexure-III.	
8.	The Firm must have Registered office in Delhi & NCR (Address Proof) should be attached.	

I/We hereby declare that I/We have visited the BIMTECH site and fully acquainted myself /Ourselves with the local situation regarding materials, labor, and other factors pertaining to the work before submitting this tender. I hereby agree to abide by all the terms & conditions of this tender document.

Place:

(Signature of the Contractor or His authorized signatory)

Date:

(Name with Official Seal/Stamp)

FINANCIAL DETAILS**ANNEXURE- "II"**

Sr. No	Make	Model No	Location	Capacity	Quantity	Rate	Total
1	LG	Arun 480LT2	Terrace	48	1		
2	LG	Arun 3600LT2	Terrace	36	2		
3	LG	LTUC246PLFO.ANONE1	2nd Floor	2	2		
4	LG	LTUD3682QCP.ANONE	2nd Floor	3	3		
5	LG	LZ-H0506BAO.BNWAIDA	ECO-V	5	4		
6	LG	LZ-H0506BAO.BNWAIDA	ECO-V	5	1		
7	LG	JRUN200 LTE5	Gargi	20	2		
8	LG	PACEZA000	1	1	1		
TOTAL							

NOTE:

- I. The quoted rates should be without GST. GST will be EXTRA as per norms
- II. The quoted rates should include the cost of all material, and related labor and transportation charges.
- III. All replaced parts should be genuine/OEM-approved and submitted for inspection where required.

I/We read all the terms & conditions of this Tender document and hereby giving our acceptance to comply all the Terms & Conditions. Certified that all above information's are correct to the best of my/ our information, knowledge and belief. In case, if any information found incorrect, my candidature will be cancelled.

Place:

(Signature of the vendor/contractor or His authorized signatory)

Date:

(Name with Official Seal/Stamp)

DECLARATION BY THE BIDDER

I/We hereby declare and confirm that:

I. I/We have physically inspected the BIMTECH premises and fully understood the nature, scope and volume of work involved. I/We agree to comply with all the terms and conditions stipulated in the tender documents.

II. I/We hereby declare that I/We have visited the BIMTECH site and acquainted myself/ourselves with the site conditions, labour, access, working conditions and all other factors relevant to the execution of the work before submitting this tender.

III. I/We hereby declare that I/We have carefully examined and studied the complete tender document, including the terms and conditions of the contract, specifications, scope of work, payments terms, SLA, Penalty clause and other related documents, and agree to execute the work accordingly.

IV. I/We certify that I/We have carefully read and understood each and every term, condition, specification and scope of work specified in the tender document. I/We confirm our unconditional acceptance of the same without any condition, reservation or deviation.

V. I/We further declare that all information, statements, documents and declarations submitted by me/us in connection with this tender are true and correct. I/We understand that if any statement or information furnished by me/us is found to be false, misleading or incorrect, or if I/We fail to comply with any of the terms and conditions of the tender/contract, BIMTECH shall have the right to cancel/reject the tender/contract and forfeit the Earnest Money Deposit (EMD), in accordance with the applicable tender conditions.

Place: _____

Date: _____

Name of the Bidder/Firm: _____

Name & Designation of Authorized Signatory: _____

Signature: _____

Seal of the Firm: _____

Annexure-III

UNDERTAKING/ BLACK LISTING

With respect my/our bid submitted against NIT/RFQ No. _____ date _____, I / We _____ Partner / Sole Proprietor (Strike out which is not applicable) of (Name & Address of Firm) _____ to hereby declare and solemnly affirm: -

i. That the individual/ firm/ Agency is /are not debarred or black-listed by any department of the Union Govt./State Government OR Autonomous Organization or Corporate or Private Institute/University. That no partner or shareholder, directly or indirectly connected with the applicant has been debarred or blacklisted by any department of Union Govt./State Govt. government departments OR Autonomous Organization or Corporate or Private Institute/University. That the terms and conditions at BIMTECH are acceptable to me/ us. I/We will abide by them in letter and spirit.

ii. That no partner or shareholder, directly or indirectly is connected/related to any employee working in the BIMTECH.

I/ We do hereby solemnly declare and affirm that the above declarations are true and correct to the best of my/our knowledge and belief. No part of it is false and nothing has been concealed therein. We understand that in case the information provided by us is found to be false/ incomplete at any stage, our bid/empanelment will be liable to be canceled/terminated and attract appropriate action.

Date: _____

Place: _____

STAMP & SIGNATURE OF THE BIDDER