

Ref. NIA/ENGG/2025-26/008

Date: 09/02/2026



Bale wadi, Baner Road, NIA P.O.,
Pune 411 045 (India).
Tel. (O): 020 – 27204000 / 27204042
Email: kishor@niapune.org.in
Website: www.niapune.org.in

Subject: Quotation form for non-comprehensive annual maintenance contract for heat pumps (06 Nos)

Dear Sir/Madam,

NIA invites you to submit your offer by sending sealed quotations at National Insurance Academy(Office no 17-Reprography) for non-comprehensive annual maintenance contract for heat pumps in complete accordance with enquiry documents:

Due Date & Time : 18.02.2026 at 05:00 pm.

Quotation Evaluation Criterion :

The quotation completed in all respects should reach NIA on or before 05.00 pm of the scheduled date. Quotations received after the due date and time are liable to be rejected. NIA reserves the right to accept or reject any or all quotation received to its absolute discretion without assigning any reason whatsoever.

Thanking You,

Yours truly,

Engineering Department
National Insurance Academy
Pune-411045

Signature and seal of agency/firm/company
Date:

Address:
Mobile No

1) DOCUMENT REQUIRED FROM THE BIDDERS.

1. Attested copy of the valid **Registration Certificate** of Registered contractors engaged in State PWD / CPWD / MES / MJP / Railways / P&T / Municipal Corporation / Semi-Government Organization / Government Organization / Large Corporate Entity for electrical works Authority letter from the holder of the certificate/Proprietor Certificate
2. **PAN & GST** Certificate.
3. Attested copy of **Partnership deed / Memorandum** and articles of association, as the case may be if the tenderer is a Partnership Firm.
4. **Power of Attorney** on behalf of firm issued in the name of person/s authorized to sign agreements / bills etc. for the work done.
5. Valid Electrical Contractor License issued by government.
6. Details of similar three works/projects (Electrical works) completed **with a work completion certificate from the client.**
7. Bidder Information as attached in this quotation form.
8. **EMD of Rs.10,000/- (Rs. Ten thousand Only)** in the form of Demand Draft/NEFT/RTGS in the Favor of National Insurance Academy Pune.
9. **Annual Turnover Certificate** duly certified by CA. (For last 3 years i.e. 2022-23,2023-24,2024-25)
10. Client List with contact details.
11. Quotation form duly signed along with Stamp agreeing all the terms and conditions.

("Bidders should note that submission of all the documents mentioned above is mandatory. Failure to provide any one of these documents may result in disqualification of the quotation.")

Signature and seal of agency/firm/company
Date:

Address:
Mobile No

2) TERMS AND CONDITIONS:

1. Prices- Rates quoted should be firm.
2. The rates should be quoted on the basis on the units specified in words as well as in figures without any cutting, in case of differences in values / rates in figure and words or any confusion it will be constituted to take the rates which are lowest.
3. **Payment-** Payment shall be made within **15 days of receipt of bills in hard copies** along with compliance documents from the agency/firm/company after the completion of entire work/Period. Quarterly payment will be made after successful completion of service and submitting the reports
4. The quotation should be valid for a minimum period of **90 days** from the date of enquiry letter date.
5. The acceptance of items/modifications is subject to inspection by the ENGG. Dept.
6. Incomplete quotation will be rejected summarily.
7. Kindly note that changes will be made in the contract as and when required as per requirements of NIA, Pune
8. **The successful bidder whose quotation is accepted shall, within seven days from issuing / receiving the work order must be required to provide letter of acceptance along with deposit of 10% of awarded contract amount as a security deposit by Demand Draft/NEFT/RTGS in the Name of National Insurance Academy**, payable at Pune and to attend in person or through a duly authorized representative at the Office of ACADEMY and execute the Contract Agreement with the ACADEMY as per the General Conditions / Special conditions enumerated in the Prescribed form documents, on a Non-Judicial Stamp Paper of Rs.500/-. If he / she / they decline/s or fail/s to remit the Security Deposit or to execute the contract agreement within the stipulated time, the entire amount of EMD submitted shall stand forfeited, without prejudice to ACADEMY's right to rescind the contract and other rights and remedies warranted by the law.

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3) Scope of Work:

This Scope of Work outlines the responsibilities and activities to be carried out by the contractor under the Non-Comprehensive Annual Maintenance Contract (AMC) for the six Emerson 300 LPH Air Source Heat Pumps installed at the National Insurance Academy (NIA), Pune. The AMC is non-comprehensive, meaning that labour charges for preventive and breakdown maintenance are included, while spare parts and consumables will be chargeable separately with prior approval from NIA.

List of Equipment Covered Under AMC

The AMC covers the following six (06) Emerson make 300 LPH Air Source Heat Pumps, installed at different hostel buildings within the NIA campus, as detailed in **Annexure A**.

Each unit comprises:

- **Compressor Model: ZW 34KAE-TFP-582**
- **Normal Current Rating: 4.3 A**
- **Refrigerant: R407C / R22 (as applicable)**
Standing Pressure: **140 PSI**

Duration of the Contract

- Contract Period: **Initially for 2 years** which may be extended depending upon agency performance and NIAs requirement.

Preventive Maintenance (Quarterly)

Vendor shall perform quarterly preventive maintenance of all six heat pumps. Activities include but are not limited to:

A. Hydronic System

- Inspection of water circulation system
- Checking water pump operation
- Cleaning strainers and filters
- Inspection for leakages in piping
- Checking insulation condition
- Verification of flow rate & pressure

B. Electrical System

- Checking and tightening of electrical terminations
- Verification of control panel operation
- Inspection and cleaning of contactors, relays, and timers
- Testing protection devices including MCBs, overload relays
- Checking wiring integrity and insulation resistance
- Checking compressor current draw against rated current

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C. Refrigeration System

- Checking refrigerant pressure (high/low side)
- Inspection for leakages in refrigeration circuit
- Cleaning condenser coils
- Checking operation of condenser fans
- Verification of refrigerant charge and standing pressure
- Temperature measurement at inlet/outlet
- Monitoring performance and efficiency of the system

Breakdown Maintenance

Vendor shall attend to all breakdown complaints during the AMC period.

Responsibilities include:

- Responding to breakdown calls upon intimation by NIA
- Identifying the root cause of failure
- Repairing/replacing faulty components (labour included)
- Recharging refrigerant if leakage repair is approved
- Restoring the system back to normal working condition
- Ensuring downtime does not exceed 12 hours, except for major breakdowns or non-availability of spares

Minor Repairs (Included in AMC)

The following repairs are included under labour charges:

- Tightening of electrical and mechanical connections
- Cleaning and servicing of filters, sensors, coils, relays, etc.
- Minor leak rectification (labour only)
- Replacement of minor consumables (cost of consumables extra)
- Alignment, lubrication, and routine adjustments

Major Repairs (Chargeable Items)

The following shall be charged separately with prior written approval of NIA:

- Compressor replacement
- PCB/Controller replacement
- Cooling fan motors
- Major electrical components
- Refrigerant gas and charge
- Any spares not covered under AMC labour scope

NIA reserves the right to obtain third-party quotations if the vendor's estimate is found higher.

Documentation & Reporting

The vendor's service engineer shall:

- Maintain a Maintenance Register at NIA
- Record all preventive and breakdown maintenance activities
- Document observations and repairs carried out
- Obtain NIA official's signature after each service
- Submit quarterly service reports along with the invoice

Resource Requirements

Vendor to ensure:

- Availability of adequately trained and skilled service engineers
- Availability of original/OEM-quality spare parts
- Timely attendance for all calls
- Proper tools and testing instruments for diagnostics

Performance Expectations

The vendor shall ensure:

- Smooth functioning and optimum performance of all heat pumps
- Preventive maintenance as per schedule
- Timely response to complaints
- Non-recurrence of frequent failures
- Compliance with OEM specifications and standards

Payment Terms

- Payment on quarterly basis upon submission of Tax Invoice
- NIA will process payment via RTGS before the 10th of the following month, subject to submission of invoice and satisfactory service
- GST will be paid as applicable

Signature and seal of agency/firm/company
Date:

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ANNEXURE "A"

SN	DESCRIPTION	LOCATION
1	Emerson makes 300 LPH Air Source Heat Pump. - Model: EHP-Z030X-TBA-000 Sr. No. VLP0000027 , comprising of:	Hostel No.1
	Compressor Model: ZW 34KAE-TFP-582	
	Compressor Sr. No.: 20CD60582	
	Normal Current Rating: 4.3A	
	Refrigerant: R407C, 1.7 Kg	
	Standing Pressure 140 PSI.	
2	Emerson makes 300 LPH Air Source Heat Pump. - Model: EHP-Z030X-TBA-000 Sr. No. VLP0000026 , comprising of:	Hostel No.2
	Compressor Model: ZW 34KAE-TFP-582	
	Compressor Sr. No.: 18LE263822	
	Normal Current Rating: 4.3A	
	Refrigerant: R407C, 1.7 Kg	
	Standing Pressure 140 PSI.	
3	Emerson makes 300 LPH Air Source Heat Pump. - Model: EHP-Z030X-TBA-000 Sr. No. VLP0000029 , comprising of:	Hostel No.3
	Compressor Model: ZW 34KAE-TFP-582	
	Compressor Sr. No.: 20CD60762	
	Normal Current Rating: 4.3A	
	Refrigerant: R407C, 1.7 Kg	
	Standing Pressure 140 PSI.	
4	Emerson makes 300 LPH Air Source Heat Pump. - Model: EHP-Z030X-TBA-000 Sr. No. VLP0000025 , comprising of:	Hostel No.5 Girls Wing
	Compressor Model: ZW 34KAE-TFP-582	
	Compressor Sr. No.: 18LC92772	
	Normal Current Rating: 4.3A	
	Refrigerant: R407C, 1.7 Kg	
	Standing Pressure 140 PSI.	
5	Emerson makes 300 LPH Air Source Heat Pump. - Model: EHP-Z030X-TBA-000 Sr. No. VLP0000028 , comprising of:	Hostel No.5 Boys Wing
	Compressor Model: ZW 34KAE-TFP-582	
	Compressor Sr. No.: 18LE26482	
	Normal Current Rating: 4.3A	
	Refrigerant: R407C, 1.7 Kg	
	Standing Pressure 140 PSI.	
6	Emerson makes 300 LPH Air Source Heat Pump. - Model: EHP-Z030X-TEA-000X1 Sr. No. Not visible, comprising of:	Hostel No.4
	Compressor Model: ZW 34KAE-TFP-582	
	Compressor Sr. No.: 16JK1732Z	
	Normal Current Rating: 4.3 A	
	Refrigerant: R407C, R22	
	Standing Pressure 140 PSI	

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4) Additional Terms and Conditions:

- Only trained and authorized technicians shall carry out servicing; NIA may request replacement in case of misconduct or poor performance.
- Breakdown response time shall be within 24 hours, and downtime shall not exceed 48 hours except in case of major failures.
- Delay in attending breakdowns may attract penalties or deductions; repeated non-performance may lead to termination of the AMC.
- All spares and consumables are chargeable and shall be used only after obtaining prior approval from NIA; all materials must be OEM or equivalent.
- The service engineer shall maintain a maintenance register and obtain NIA's signature after each visit; quarterly invoices must include service reports.
- The contractor shall follow safety norms, use PPE, and repair any damages caused to NIA property due to negligence.
- No photographs, technical data, or system-related information may be shared externally without NIA's written permission.
- Payments will be made quarterly after submission of invoices and service documentation; GST shall be applicable as per law.
- Either party may terminate the contract with one month's written notice; serious non-compliance may result in immediate termination.
- Force majeure conditions shall apply for delays beyond the contractor's control.
- Any disputes shall be resolved by the Director, NIA, and the jurisdiction shall rest with Pune courts.

Signature and seal of agency/firm/company
Date:

Address:
Mobile No

5) Particulars of the Bidders

INDIVIDUAL / FIRM / COMPANY PROFILE		
Sr. No.	Required Information (QUERY)	ANSWER
1	Name and registered address of the Individual/firm/company.	
2	Name, designation, and telephone nos. of the contact person / persons. Mobile Nos. Fax No. E-mail id	
3	Month and Year of commencement of service business in present name.	
4	(Photocopies of following documents to be Uploaded)	
	• Registration number of the firm. (As per Shop and Establishment act.)	
	• PAN No. and TIN No.	
	• Goods and Service Tax No	
5	Name and complete postal address of bankers.	
	Name of Bank	
	Branch	
	Account No	
	Account Type	
	IFSC Code	
6	Additional Information if any.	

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6. Commercial Details

Format for quotation

To be filled in by agency on their letterhead

S No	Description	Qty	Unit	Rate in Rs 2026-2027	Rate in Rs 2027-2028	Total Amount in Rs
1	Non-Comprehensive Annual Maintenance Contract Charges for heat pump as per ANNEXURE-A (On Page 7)					
	Total amount					
	GST					
	Final Amount					

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