

Ref. NIA/ENGG/2025-26/011

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
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Subject: Quotation form for Non comprehensive annual maintenance contract (labour service contract for 02 Years) for HVAC system at Conference centre, IT Park, Lecture Hall and Library at NIA, Pune

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 (labour service contract) for HVAC system at Conference Centre, IT Park, Lecture Hall and Library at NIA, Pune 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
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.

Signature and seal of agency/firm/company
Date:

Address:
Mobile No

3) Scope of Work:

Objective

To ensure safe, reliable, and efficient operation of all installed HVAC equipment through preventive maintenance, routine servicing, operational checks, minor adjustments, and breakdown attending—excluding supply of spares/materials except as specifically stated.

This AMC covers manpower, tools & tackles, routine consumables for cleaning and servicing activities required for maintenance.

Supply of spares/materials is excluded and will be arranged by NIA or will be supplied by the contractor only when separately approved and paid as per agreed procedure.

Maintenance shall cover all HVAC equipment installed at the mentioned buildings, including but not limited to as per below table:

BLUE STAR MAKE					
SN	Model	Description	Comp S.N.	TR	Location
1	DPA 1322S	Floor Standing Packaged AC 11 TR	DPA1322S030175	11	Conf Hall
2	DPA 1322S	Floor Standing Packaged AC 11 TR	DPA1322S030171	11	Conf Hall
3	DPA 1322S	Floor Standing Packaged AC 11 TR	DPA1322S030190	11	Conf Hall
4	DPA 1322S	Floor Standing Packaged AC 11 TR	DPA1322S030189	11	Conf Hall
5	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S030208	16.5	L.H. 3
6	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S030210	16.5	L.H. 4
7	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S030248	16.5	L.H. 5
8	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S030249	16.5	L.H. 6
9	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S070337	16.5	Fair IT
10	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S0036247	16.5	Fair IT
11	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S070350	16.5	Library
12	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S070369	16.5	Library
13	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S070370	16.5	Library
14	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S030250	16.5	Library

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Air Distribution & Ventilation

- AHUs (Air Handling Units)
- FCUs (Fan Coil Units)
- Fresh Air Units (FAHU) / Treated Fresh Air Units (TFA)
- Exhaust Fans, Supply Fans, Jet/Toilet Exhaust systems
- VAV boxes (if any), Dampers (manual/motorized)
- Diffusers, grilles, registers (functional checks)

Electrical & Controls (Service Only)

- Starters, contactors, overload relays (inspection & tightening)
- Control wiring checks, sensor checks
- Thermostats, controllers, BMS interface checks (if integrated)
- MCC/Panel health checks related to HVAC feeders

Associated Works

- Insulation condition checks (reporting)
- Vibration/noise checks
- Housekeeping related to HVAC plants.

Note: A detailed asset list with model numbers/capacities/locations shall be jointly verified at start and considered part of the contract.

Typical servicing activities include:

- Cleaning of filters (pre-filter/fine filters), replacement coordination if required
- Cleaning of AHU/FCU drain trays, drain lines, checking for choking/leakage
- Inspection and cleaning of indoor coils/outdoor coils (as required)
- Checking belt tension, pulley alignment (for belt-driven units)
- Lubrication of bearings (where applicable)
- Checking fan/motor mounting, vibration, noise and tightening fasteners
- Checking electrical connections for overheating/looseness; tightening with isolation
- Checking thermostat/sensors operation and calibration verification
- Checking refrigerant line insulation condition; reporting damage
- Checking suction/discharge pressures, temperatures (logging for trends)
- Checking chilled water flow/DP, valve operation (where applicable)
- Cleaning of strainers in chilled water lines (where applicable)
- Checking and cleaning condenser (air-cooled fin combing if required)
- Checking safety interlocks and protections (as accessible and safe)

Service schedule shall be approved by Engineer-in-Charge and adhered to NIAs requirement. Quarterly servicing will be done by making a proper schedule.

Breakdown Maintenance / Complaint Attending

- Attend HVAC complaints/breakdowns during contract period.
- Diagnose fault, carry out corrective maintenance within labour scope.
- Restore operation by adjustments, cleaning, tightening, resetting, minor alignment, etc.
- Prepare fault report and spare/material requirement note if parts are needed.

Signature and seal of agency/firm/company
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- Response time: Within 2–4 hours during working hours; same day for urgent areas (conference/lecture hall)
- Rectification: Within 24–48 hours where no spares are needed
- If spares needed: repair time dependent on spare availability and approvals.

Record Keeping & Documentation

Contractor shall maintain:

- Asset-wise PM checklists (quarterly)
- Breakdown complaint registers with time stamps
- Log sheets: temperature, pressure (where measurable), running hours, electrical parameters
- Quarterly summary report with:
- PM completed
- Breakdowns attended (cause & action)
- Spares recommended/replaced (if any)
- Observations & improvement suggestions
- All records to be submitted to Engineer-in-Charge quarterly.

Safety, Statutory & Good Engineering Practices

- Comply with NIA safety rules, lock-out/tag-out for electrical work.
- Use PPE, safe ladder practices, proper isolation while servicing.
- Ensure housekeeping in plant rooms and work areas after completion.
- No work shall be executed that violates OEM guidelines or statutory norms.

Inclusions (Labour & Service)

- This AMC includes:
- Skilled/unskilled manpower for PM and breakdown attending
- Tools & tackles (gauges, meters, vacuum cleaner/blower, fin comb, basic hand tools)
- Cleaning consumables for routine servicing (cloth, mild detergent, blower cleaning) excluding specialized chemicals unless approved
- Minor adjustments, tightening, alignment, calibration checks
- Assistance in coordinating shutdowns and testing after maintenance

Exclusions (Not Covered Under Labour AMC)

Unless specifically included, the following are excluded and will be paid separately or provided by NIA:

- All spares/materials: filters, belts, bearings, motors, PCB/controllers, contactors, relays, valves, sensors, dampers, actuators, compressors, fan assemblies, etc.
- Refrigerant gas top-up/charging, refrigerant leak rectification materials, brazing rods, nitrogen/oxygen-acetylene charges

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4) Additional Terms and Conditions:

- The contractor must familiarize themselves with the HVAC installations at Conference Centre, IT Park, Lecture Hall and Library before submitting the bid.
- The contractor shall deploy only qualified HVAC technicians with minimum ITI qualification and relevant experience.
- Contractor must adhere to OEM guidelines for all servicing, checking, and maintenance.
- All work shall be carried out without causing disturbance to ongoing academic/office functions.
- Any damage caused to equipment, building structure, finishes or furnishings due to negligence shall be rectified at contractor's cost.
- Contractor must maintain confidentiality regarding site operations and equipment configurations.

Deployment & Attendance Conditions

- Technicians must sign an attendance register maintained by NIA/RMO office.
- Minimum manpower deployment must not fall below the agreed number without prior permission.
- In case of leave/absence of technician, contractor must provide a substitute without extra cost.
- Contractor must ensure timely reporting during special events or emergency requirements.

Tools, Tackles & Consumables

- All tools like multimeters, clamp meter, manifold gauge, blower, vacuum cleaner, fin comb etc. must be arranged by contractor.
- Routine cleaning consumables (wipes, brushes, basic detergents) to be supplied by contractor.
- Specialized consumables (coil chemicals, nitrogen, refrigerant, brazing rods) are excluded, unless separately approved.

Response Time & Penalties

- Response Time:
 1. Normal complaint: Within 2-4 hours
 2. Critical areas (if any identified by NIA): Immediate / priority response
- Rectification Time:
 1. Without spares: 24-48 hours
- If contractor fails to attend complaints on time, penalty may be imposed (customize as per NIA norms), e.g.,
 1. ₹200 per hour of delay (normal complaints)
 2. ₹500 per hour of delay (critical areas)

Three repeated failures can lead to termination of the contract

Signature and seal of agency/firm/company
Date:

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Spare Parts & Material Procurement

- All spares/materials are excluded from this labour contract.
- Contractor shall submit spare requirement and quotation with technical justification.
- Replacement work will be carried out only after written approval.
- Removed parts must be handed over to NIA.

Documentation & Reporting

Contractor must maintain:

- PM Checklists for each equipment.
- Breakdown Complaint Register (attended, reasons, rectification).
- Monthly Service Report including:
 1. PM activities completed
 2. Breakdown summary
 3. Pending issues
 4. Recommendations for spares
- Quarterly Performance Review Report.
- Records must be signed by both contractor and NIA Engineer-in-Charge.

Termination Clause

- NIA may terminate the contract with 30 days' notice if:
 1. Services are unsatisfactory
 2. Repeated failure to attend complaints
 3. Safety violations
 4. Breach of contract conditions
- Contractor may also request termination with 30-day notice, ensuring smooth handover.

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) <ul style="list-style-type: none"> • 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.	

Signature and seal of agency/firm/company
Date:

Address:
Mobile No

6. Commercial Details

Format for quotation

To be filled in by agency on their letterhead

Contract Period:02 years						
SN	Model	Description	Comp S.N.	TR	Rate Quoted in Rs for 2026-27	Rate Quoted in Rs for 2027-28
1	DPA 1322S	Floor Standing Packaged AC 11 TR	DPA1322S030175	11		
2	DPA 1322S	Floor Standing Packaged AC 11 TR	DPA1322S030171	11		
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9	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S070337	16.5		
10	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S0036247	16.5		
11	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S070350	16.5		
12	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S070369	16.5		
13	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S070370	16.5		
14	DPA 1983S	Floor Standing Packaged AC 16.5 TR	DPA1983S030250	16.5		
			Total Amount			
			Add: GST as applicable			
			Gross Amount			

Signature and seal of agency/firm/company
Date:

Address:
Mobile No