



सत्यमेव जयते

Embassy of India

Kuwait

NOTICE INVITING TENDER
FOR SELECTING CONTRACTOR FOR
**MAINTENANCE OF HVAC, FIREFIGHTING
SYSTEM, GENERATOR and PLUMBING
SERVICES**

IN
THE EMBASSY OF INDIA, KUWAIT

TENDER NO. - Kuw/Admn/872/04/2019

DATED - 08th June 2023

LAST DATE SUBMISSION OF BID- 28th JUNE 2023

No. KUW/Admn/872/04/2019

Embassy of India

Kuwait

Tender for selecting contractor for operation and maintenance of HVAC, Firefighting system, Generator and Plumbing Services and cleaning of all AHUs, FCUs and its connected ducts

Tender Documents

Tender Contents

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2. Financial Bid Documents:

Document II : Schedule of Quantity/Items/Bill of Quantities (BOQ) for calculating variations – Bidder is to provide anticipated quantity of each service along with rates as they would be supplied. Additional items may be quoted by Bidder. (Section-V)

Document III : Form of Tender - Financial bid letter (Section-VI)

(Lump sum fixed price to be quoted on this form by Bidder)

** Section-II - Documents about the credential of the bidder, resources, company brochures, construction methodology, experience, management techniques, and any other information about bidder – These documents are to be supplied and attached by the bidder.*

No. KUW/Admn/872/04/2019

Embassy of India

Kuwait

Tender for selecting contractor for operation and maintenance of HVAC, Firefighting system, Generator and Plumbing Services

Document 1: Invitation to Tender

1. The President of India acting through the Embassy of India in Kuwait invites Lump-sum Fixed Price **Tender for selecting contractor for operation and maintenance of HVAC, Firefighting system, Generator and Plumbing Services and cleaning of all AHUs, FCUs and its connected ducts in the Embassy of India, Kuwait.** The Lump-sum Fixed Price / Amount tender shall be on the basis of following tender documents:

| Technical Bid Document: | |
|---|--|
| Document – I | Press Notice, Invitation to Tender, Instructions to Bidders, Introduction and credentials of Bidders, Terms & Conditions of contract, Scope of Work & Eligibility Criteria |
| Financial Bid Document: | |
| Document- II | Schedule of Items |
| Document- III | Form of Tender <i>[Annexure 'A']</i> (Lump sum price to be quoted on this form by Bidder) |
| EMD | |
| Earnest Money Deposit (EMD)/ Tender Security Amount | KWD 180/- (Kuwaiti Dinar One Thousand Eighty only) by way of Banker's cheque/Demand Draft in favour of the Embassy of India, Kuwait. Any bid not accompanied with Earnest Money Deposit/Tender Security Amount shall be rejected. The EMD of the unsuccessful bidder will be returned within 30 days after the award of the contract. The EMD may be forfeited in case the bidder withdraws his bid during the period of bid validity or in case of a successful bidder, the selected bidder fails to sign the agreement in time or furnish performance guarantee or furnishing of any wrong information. |

2. **The last date of submission of sealed bids is 1600 hrs on 28th June 2023** in the office of Dr. Vinod Gaikwad, Head of Chancery, Embassy of India, Diplomatic Enclave, Arabian Gulf Street, Safat 13015, Kuwait. Any Tender received after this date and time will not be considered.

3. Technical bids will be opened at 1400 hrs on 29th June 2023 in the Embassy of India, Kuwait. Applicants may send their representative to be present during opening of bids after obtaining prior permission from the Embassy of India, Kuwait.

4. The Tender shall remain valid for a period of One Hundred Eighty (180) days from the date of opening or till any extended period.

5. Eligibility Criteria:

5.1 Permit: The Tenderer should have valid permit/registration from a competent local authority for carrying out work in the Diplomatic property of the Embassy of India.

5.2 Similar work: The tenderer should have satisfactorily completed similar (*means Maintenance of HVAC and Firefighting System*) during the **last 7 years** for at least (i) One similar work of cost equivalent to **KD 7,200/-** or (ii) Two similar works each of cost equivalent to **KD 5,400/-** or (iii) Three similar works each of cost equivalent to **KD 3,600/-**. Supporting documents may be submitted by the Bidder.

5.3 Bank Solvency: **Certificate of Solvency** certified by bank for **KD 3,600/-**. The certificate should not be older than six months.

5.4 Annual Turnover: The annual turnover of the tenderer should not be less than **KD 4,500/-** during the immediate last three consecutive financial years. Year in which no turnover is shown would also be considered for working out the average. Audited financial statements for the said period will be submitted by the bidder.

5.5 Profit-Loss: The tenderer should not have suffered loss in more than two financial years in the previous five financial years and must not have suffered loss in the immediate previous financial year. Audited financial statements for the said period will be submitted by the bidder.

6. Performance Guarantee: **KWD 450/- (Kuwaiti Dinar Four Hundred Fifty only)** shall be submitted in the form of a Bank Guarantee valid for a period of sixty days beyond the date of the completion of all the contractual obligations of the supplier under the contract and discharged after completion of work. Bank Guarantee shall be deposited within 15 days of issue of Letter of Intent. The agreement with the L-1 bidder will be signed on receipt of Performance Guarantee. (*Format of Performance Guarantee is at Annexure 'B'*).

7. Financial quote & variations: Contractor shall quote his Lump-sum Fixed Price based on the enclosed Scope of Work. The Contractor shall note that Bill of Quantities (BOQ) shall not form part of the agreement and Contractor shall complete all the works as defined in the Scope of Work irrespective of the Bill of Quantities (BOQ) /details since these will not form part of the agreement. However, the unit rates quoted in the Bill of Quantities (BOQ) of items shall be used for working out the variations as per tender conditions.

8. Commencement: Commencement of the services shall be effected within Fifteen (15) days from the date of issue of Acceptance letter or Letter of Intent or handing over the site, whichever is later.

9. Validity: This Contract shall become effective and valid from the execution date of signing of the Contract by both the parties and the effective date of contract shall be effective from the initial date of services operated under this Agreement for a period of **1 (one) year**, after which the Embassy can extend contract for a period of two years, on year-to-year basis (in total not more than three years) depending on the performance of the contractor and on the same terms and conditions as for the first year of the contract.

10. Conflict of Interest: In case of a dispute arising due to technical, administrative matters, interpretation of contract, lack of funds, delayed payments, change of key experts from either side, delay in key approvals, deviation from scope of work etc., should be notified by one party to the other party, with recommendations for mutual resolution of dispute at higher level from both sides, if necessary. In case the dispute cannot be mutually resolved amicably, resolution under Arbitration Clause should be provided for with the award of the Arbitration Tribunal being binding on both parties. To avoid Conflict of interest, the terms of the contract should be subject to Code of integrity specified in Rule 175 of General Financial Rules-2017, Government of India.

11. Arbitration:

11.1 If any dispute, difference or question at any time arises between the Mission and the Contractor in respect of the agreement signed which cannot be settled mutually or in case of termination, shall be referred to arbitration.

11.2 The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996 or any other law that takes place in this regard. The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties.

11.3 The Arbitration will have its sittings in Embassy of India, Kuwait

12. Rejection: Embassy of India, Kuwait reserves the right to accept or reject proof of credentials at its sole discretion without having to furnish reasons thereof, to the applicants. Submission of false information/document shall render the bidder ineligible.

**Dr. Vinod Gaikwad,
Head of Chancery,
Embassy of India,
Diplomatic Enclave,
Arabian Gulf Street,
Safat 13015, Kuwait**

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Tender for selecting contractor for operation and maintenance of HVAC, Firefighting system, Generator and Plumbing Services

Document I – S-I : Instruction to Bidders

Section-I

1. INSTRUCTION TO BIDDERS

1. The Bidding Documents comprise of:

Section-I : Instruction to bidders

Section-II : Introduction and Credentials of Bidder

Section -III : Terms and conditions of Contract

Section- IV : Scope of work

Section- V : Schedule of Quantity

Section - VI : Form of Bid

1.2. Site visit: Physical visit to the site is advisable to acquaint himself with the site of the works and satisfy himself with the quantum, scope and quantity of the works. The tenderer shall take entire responsibility in the interpretation of the report and of the site conditions. No consideration or compensation will be given for any alleged misunderstanding of the nature of the work to be executed.

1.3. Cost of Tendering – The Embassy of India, Kuwait will not be responsible to compensate for any expense or losses which might have been incurred by the Tenderer in the preparation and submission of his Tender/bid.

1.4 Lump Sum Fixed Price Tender - This is a LUMPSUM FIXED PRICE TENDER with extent of work as indicated in “**Scope of Work**”.

1.4.1 The bidder shall examine the scope of work and other Documents and all Addenda (if any) before submitting his Tender/Bid and shall become fully informed as to the extent, quality, type and character of operations involved in the Work.

1.4.2 Bidders are required to quote Lump-sum fixed prices on “Form of Tender”. Bidders may prepare a schedule of quantity as per scope of work identifying item description, quantity and rates.

1.4.3 The total amount of schedule of quantity prepared by them should be transferred to the Form of Tender.

1.4.4 The Lump-sum Fixed Price/amount must be quoted both in figures and in words on the Form of Tender and the currency must be KWD (Kuwaiti Dinar) only.

1.4.5 In case of any discrepancy between figures or words, the amount quoted in words shall be taken to be correct for this tender.

1.5 Validity of Bid - The Bid shall remain valid for a period of **180 (One Hundred Eighty) days** from the date of the opening of the bid or up to any mutually extended period.

1.6 Tender and Schedule of Quantities

1.6.1 Schedule of Quantities should be enclosed by the bidders. *Please see Section -V*

1.6.2 Bidders shall satisfy themselves of the rate quoted in the Schedule of Quantities.

1.6.3 The bidder, prior to the submission of the tender, may add to items, quantities to the items in Schedule of Quantities as per the scope of the work, and site visit.

1.6.4 It shall be the responsibility of the bidder to satisfy himself of the completeness of the documents for the scope of work and his own assessment of the work after site visit and as per the tentative scope of work mentioned in the tender document.

1.6.5 No extra cost shall be entertained and payable if any additional information or detail is provided later for carrying out the works as specified in the tender documents.

1.7 Final Tender Price - Decision on bid will be taken based on the final price quoted on the Form of Tender. Lump-sum Fixed Price/Amount as quoted in the “Form of Tender” shall be the basis for deciding the tender quote and the L1 bidder.

1.8 Errors and Rectification:

1.8.1 In case of any mismatch in the final quoted price on Form of Tender and Total amount worked out on rates in Schedule of Quantities, the final price quoted on Form of Tender shall be considered for comparison of bids and decision on bid.

1.8.2 If the amount quoted on the “Form of Tender” is more than the amount worked out on the Schedule of Quantities, the rates in the Schedule of Quantities shall not be altered/adjusted.

1.8.3 If the amount quoted on “Form of Tender” is less than the amount worked out on the Schedule of quantities, the rates on schedule of quantities shall be adjusted in the ratio to match with quoted final price on the Form of Tender.

1.9. Submission of bids: Bidders shall submit their bid in a large sealed envelope super-scribed with ‘Offer for Maintenance of HVAC, Plumbing & Firefighting system- to be opened by addressee only’, which shall have following three sealed envelopes inside:

Envelope A: Should contain Earnest Money Deposit, super scribed as “*EMD*”.

Envelope B: Should contain the documents mentioned in Section-I to Section-IV. This envelope should be super-scribed as “*Technical Bid*”.

Envelope C: Should contain the documents mentioned in Section-V and Section-VI. This envelope should be super-scribed as “*Financial Bid*”.

Any bid which would not contain EMD as per attached format will be rejected.

Please do not put “Financial Bid” (prices quoted) in the technical bid envelope. If the price quoted is submitted with technical bid, the tender will be rejected.

Technical bids of only those bidders will be opened who have submitted a valid EMD. Financial bids of only technically qualified bidders will be opened.

1.9.1 The last date of submission of sealed bids is 1600 hrs on 28th June 2023 in the office of **Dr. Vinod Gaikwad, Head of Chancery, Embassy of India, Diplomatic Enclave, Arabian Gulf Street, Safat 13015, Kuwait.**

1.9.2 The date and time for submission may be deferred by an official notification in writing issued by the Embassy of India, Kuwait to all Bidders. Tenders received after this date will not be considered.

1.9.3 Any Bid received after the date and time of submission will not be considered and will not be opened. Any such unopened Bid will be returned to the respective bidder.

1.10 Conditional Acceptance of the Tender - The acceptance of the Tender shall be conditional and not finally binding upon the Embassy of India, Kuwait. The Embassy of India, Kuwait may withdraw the acceptance of the Tender without any notice or other formality and may enter into a new Agreement for the execution of the Works or any part of it.

1.11 Amendments to Tender Document - At any time prior to the date of opening of the tender, the Embassy of India, Kuwait may issue an addendum in the Tender Document in writing to all persons or firms to whom the Tender documents have been issued, deleting, varying or extending any item of this Tender Document. Prospective bidders shall promptly acknowledge receipt of each Addendum to the Embassy of India, Kuwait.

1.12 Clarification: Any further information or **clarification** which the Tenderer may require in order to complete his bid, may contact **Mr. James Jacob, Attache (Administration), Embassy of India Kuwait, Telephone No.: +965-22513498;** email- **admkuwait@mea.gov.in** on working days between 0800 hrs and 1630 hrs.

1.13 All information requested by and supplied to one bidder will be supplied to all bidders.

1.14 Unless it is in the formal manner described above, any representation or explanation to the Bidder shall not be considered valid or binding on the Embassy of India, Kuwait as to the meaning of anything connected with the Tender Document.

1.15 Disqualification of Tender - Tenderer may be disqualified for any reason including but not limited to the following:

1.15.1 If the tenderer sets forth any conditions which are unacceptable to the Embassy of India, Kuwait.

1.15.2 If any tender is submitted under a name other than the name of the individual firm, partnership or corporation that was issued the Tender Document.

1.15.3 If there is evidence of collusion between Bidders.

1.15.4 If Tenderer sets forth any offer to conditionally discount, reduce or modify its tender.

1.15.5 If Bid price is disclosed or become known before opening of Financial Bid.

1.16 Compliance with Laws and Regulations and Pricing of work -The attention of Bidders is drawn as to compliance with laws and regulations concerning safety and health, labour regulations, social insurance, labour taxes, tax deduction, import restrictions duties and levies, company's tax, taxes (VAT) etc. **All rates and sums inserted against items of works and in the form of Tender shall be inclusive of all types of taxes or any other charges.**

1.17 Compliance with Tender Document - Bidder shall be deemed to have read carefully all the Tender Documents, Specifications etc. and visited the site/work area. The quoted Lump-sum Fixed price is inclusive of all costs and charges and complete in all respects to make the project functional as per the standard and to the entire satisfaction of the Embassy of India, Kuwait.

1.18 No escalation of price - No escalation on accepted tender cost will be permitted due to any reasons such as change in foreign currency exchange rate, increase in prices of material, equipment & labour, fuel (petrol, diesel, gas, etc.), transport, electricity & water, levy of new taxes, hike in any tax rate, Cess etc.

1.19 Earnest Money Deposit (EMD) - *KWD 180/- (Kuwaiti Dinar One Hundred Eighty only)* by way of Banker's cheque/Demand Draft in favour of Embassy of India, Kuwait. Any bid not accompanying with Earnest Money Deposit/Tender Security Amount shall be rejected. The EMD of unsuccessful bidder will be returned within 30 days after the award of the contract. The EMD may be forfeited in case the bidder withdraws his bid during the period of bid validity or in case of a successful bidder, the selected bidder fails to sign the

agreement in time or furnish performance guarantee or furnishing of any wrong information.

1.20 Embassy of India, Kuwait's right to waive - The Embassy of India, Kuwait reserves the right to waive any deficiency in any tender where such waiver is in the interest of the Embassy of India, Kuwait.

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Tender for selecting contractor for operation and maintenance of HVAC, Firefighting system, Generator and Plumbing Services

Document I – Section II

2. Introduction and Credentials of Bidder

(To be submitted by the bidder)

Note: This shall be submitted by the bidder. This should be a brief introduction, background, company details, credentials, VAT & other registration and past performance of the bidder. They may attach any other documents such as company profile, company brochures, achievement of the company etc.

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Document I – Section III

3. Terms and Conditions of Contract

3.1 Quoted price is the final fixed lump-sum price inclusive of all types of other charges. Item/quantity indicated in the scope of work/schedule of quantity are tentative and some variation during execution may take place. Nothing extra is payable for such variation.

3.2 Quoted price shall be inclusive of all types of charges. The quoted price should include lump sum charges for Labour/transportation and civil/ technical works required/ necessary, if any, for repair work.

3.3 Validity of the Contract: This Contract shall become effective and valid from the execution date of signing of the Contract by both the parties and the effective date of contract shall be effective from the initial date of services operated under this Agreement for a period of **1 (one) year**, after which the Embassy can extend the contract for a period of two years, on year-to-year basis (in total not more than three years) depending on the performance of the contractor and on the same terms and conditions as for the first year of the contract.

3.4 Penalty: The firm shall rectify any breakdown within 24 hours failing which penalty for nonperformance @ 0.5 % per week of delay subject to a maximum of 10% of the contract price will be imposed and in the event of any damage to the property or life arising out of nonperformance, contractor will be solely responsible.

3.5 The tenderer shall guarantee among other things, the following: - a. Quality of service; b. Follow up service, as or when required; c. Good workmanship.

3.6 The firm / agency / contractor has to keep all equipment well maintained and in optimal working condition for the work so as to give proper output at all times. Regular pre-emptive maintenance is to be carried out to avoid any major breakdown/damages of all equipment covered under the scope of work. In the event of any breakdown/damages, the same will be attended immediately after reporting of the fault. Similarly, if any breakdown takes place due to negligence of firm/ agency/ contractor, the whole component has to be replaced/ rectified at contractor's own cost so as to bring it to the original condition immediately.

3.7 The Contractor shall also undertake to provide a comprehensive breakdown/repair service whereby qualified technicians shall attend to each breakdown as soon as practicable after a breakdown is reported and carry out immediate remedial work in shortest possible

time according to the nature of the breakdown. Any faulty equipment or components shall be quickly replaced.

3.8 Commencement date of services shall be counted **from the 15 days of Issue** of Letter of Acceptance or Letter of Award or from the date of handing over of site whichever is later.

3.9 Payment: -The Contractor shall be paid on a monthly basis for the services rendered in the preceding month. The billing cycle will be the 1st of every month to the last day of the month. The Contractor shall submit correct invoice in terms of quality and commercial aspects within 10 days of the succeeding month and payment shall be released within 30 days of submission of acceptable invoices.

3.10 No escalation on rates due to delay in awarding the contract shall be admissible.

3.11 **Specification:** The material used/or workmanship should be of equivalent or higher standard than the existing standard. Sound engineering practice should be adopted in all items of work execution.

3.12 After awarding the contract, if the bidder doesn't start the required work within stipulated time or within approved time, **the Embassy of India shall be at liberty to confiscate the retention money, performance guarantee and any other dues of the Contractor.**

3.13 Force Majeure and EoT clause: In the event of force majeure i.e. unforeseeable events such as war, floods, earthquake etc beyond the reasonable control of the Parties to the contract which prevent either party from meeting their obligations under this contract, the contractual obligations as far as affected by such event shall be suspended for as long as the force majeure continues provided that the other party is notified within two weeks after occurrence of the force majeure. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder. In the event of force majeure either party shall be entitled to prolongation of this Contract equal to the delay caused by such force majeure.

3.14 Table of significant dates and Check list of documents to be attached with the bid/tender at an appropriate place in the tender document.

3.15 **Additional Work:** Embassy of India, Kuwait, shall not allow any claims for additional work performed by contractor unless the additional work is authorized by Embassy of India, Kuwait in writing prior to the performance of the additional work or the incurrance of additional expenses. Any additional work authorized by the Embassy of India, Kuwait can be compensated at a rate mutually agreed to by the parties.

3.16 **Termination of Contract:** The contract is automatically terminated in the following cases:

3.16.1 If it appears that the contractor itself or through someone else used fraud or manipulation in its dealings with the contracting authority or in obtaining the contract.

3.16.2 If collusion, fraud, corruption or monopoly practices are found.

3.16.3 If the Tenderer becomes bankrupt or insolvent.

3.16.4 If the Contractor is not able to satisfactorily perform the required work as per contractual obligations.

3.16.5 If there is stipulation regarding notice of the termination to be given by the Employer/contractor. And also termination by either party in case of unforeseeable circumstances.

3.17 Settlement of Disputes and Arbitration- All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of the Embassy of India, Kuwait or any person nominated by him/her. The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996 or any other law that takes place in this regard. The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties.

3.18 This Tender document is not an agreement and is neither an offer nor invitation by the Embassy to the prospective Bidders or any other person. The purpose of this Tender document is to provide interested parties with information that may be useful to them in preparing their proposal pursuant to this RFP/NIT (the "Bid"). This Tender document includes statements, which reflect various assumptions and assessments arrived at by the Embassy in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This Tender document may not be appropriate for all persons, and it is not possible for the Embassy and its employees to take into consideration the investment objectives, financial situation and particular needs of each party who reads or uses this Tender document. The assumptions, assessments, statements and information contained in this Tender document may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Tender document and obtain independent advice from appropriate sources.

3.19 The Embassy may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Tender document.

3.20 The issue of this tender document does not imply that the Embassy is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Project and the Embassy reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

3.21 Further, all information/data/reports/pitches/data or other material submitted to the Embassy under this Tender document by the Applicant shall become the property of the Embassy. The Applicant hereby agrees that they shall not have any right claim, authority whatsoever over the submitted information/reports/pitches/data or other material to the Embassy. The Applicant further agrees and undertakes that the Embassy may use the aforesaid information/data/reports/pitches/data or other material at its sole discretion and the Applicant shall not have any objection whatsoever in the Embassy using the same.

3.22 The firm shall be a legal entity as per the Government rules/regulations and laws of the land.

3.23 The firm should not have been blacklisted by any Government organization.

3.24 Embassy of India, Kuwait shall not be liable for any cost incurred by the respondents in preparing responses to this tender or negotiations associated with award of a contract.

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Document I – Section IV

Scope of Work

Scope of work is tentative. The bidder is advised to inspect the site and understand the full scope of work.

A. HVAC (Heating, Ventilation and Air Conditioning) System

The scope of work for an Annual Maintenance Contract (AMC) of HVAC (Heating, Ventilation, and Air Conditioning) systems includes the following tasks:

Operation:

- A. One technician to be stationed in the Embassy for 8 hours on all working days of the Embassy.**
- B. Regularly monitor and control the HVAC system to ensure optimal performance and comfort.
- C. Start, stop, and adjust the operation of heating and cooling equipment based on building occupancy and temperature requirements.
- D. Monitor and maintain appropriate humidity levels within the building.
- E. Control the distribution of conditioned air to different zones or areas of the building.
- F. Monitor and adjust the operation of air handling units, chillers, boilers, pumps, fans, and other HVAC equipment.
- G. Monitor and regulate energy consumption to maximize efficiency and minimize costs.
- H. Respond to complaints or requests related to temperature and air quality.

Maintenance:

- A. Conduct regular inspections of HVAC equipment to identify any issues or potential problems.
- B. Perform routine maintenance tasks such as filter replacement, lubrication, and cleaning of equipment.
- C. Check and calibrate thermostats, sensors, and other control devices.
- D. Inspect and maintain electrical connections, wiring, and controls.
- E. Inspect and maintain cooling/heating levels, condensate drains, and related components.

- F. Conduct regular testing and adjustments to optimize performance and energy efficiency.
- G. Promptly responding to and resolving any HVAC system breakdowns or malfunctions.
- H. Troubleshooting and diagnosing issues with equipment, controls, or components.
- I. Repairing or replacing faulty or worn-out parts, such as motors, fans, belts, or valves.
- J. Restoring system functionality and ensuring proper operation.
- K. Ensuring compliance with safety regulations and industry standards during repairs.
- L. Maintenance of Generator**

Support:

- A. Providing support services in the event of HVAC system failures or breakdown.
- B. Rapid response to minimize downtime and restore comfort conditions.
- C. Troubleshooting and repairing critical issues affecting system performance or occupant safety.
- D. Diagnose and troubleshoot HVAC system issues and malfunctions.
- E. Perform necessary repairs and deputize qualified mechanics as per maintenance schedule.
- F. Replace faulty components or parts as needed.
- G. Ensure compliance with safety regulations and industry standards during repair work.

Energy Management and Optimization:

- A. Monitoring and optimizing HVAC system performance for energy efficiency.
- B. Implementing energy-saving measures and recommending system improvements.
- C. Analyzing energy consumption data and identifying opportunities for energy conservation.
- D. Adjusting control settings, schedules, and setpoints to maximize efficiency.

Documentation and Reporting:

- A. Maintaining detailed records of maintenance activities, inspections, and repairs.
- B. Generating reports on system performance, maintenance findings, and recommendations.
- C. Providing recommendations for equipment replacement or upgrades.

The cost of replacement/repairing due to normal wear and tear including spare parts will be borne by the company.

B. Firefighting System

The scope of work for an Annual Maintenance Contract (AMC) for firefighting systems includes the following tasks:

Inspection and Testing:

- A. Regular inspection and testing of all firefighting equipment and systems as per applicable codes and standards.
- B. Checking the functionality of fire detection and alarm systems, including all types of detectors and manual call points.
- C. Testing and verifying the performance of fire suppression systems, such as fire sprinklers, hydrants, and fire extinguishers.
- D. Conducting flow tests for fire pumps and verifying their operational readiness.
- E. Inspecting and testing the performance of fire suppression system valves, including deluge valves, control valves, and alarm valves.
- F. Checking the condition and pressure of fire hoses, nozzles, and other firefighting equipment.

Maintenance and Servicing:

- A. Cleaning, lubricating, and maintaining firefighting equipment and systems.
- B. Replacement or repair of faulty or worn-out components, including sprinkler heads, hoses, valves, and detectors.
- C. Lubrication and maintenance of fire pump motors, diesel engines, and associated equipment.
- D. Recharging or refilling fire extinguishers as per manufacturer guidelines.
- E. Conducting routine maintenance tasks on fire alarm control panels, annunciator panels, and other system components.
- F. Inspecting and maintaining fire doors, emergency exit signs, and emergency lighting systems.
- G. Conducting periodic pressure tests, hydrostatic tests, and functional tests on firefighting equipment.

System Upgrades and Modifications:

- A. Providing recommendations for system upgrades or modifications to ensure compliance with current fire safety codes and standards.
- B. Upgrading or replacing outdated or obsolete components of the firefighting system.
- C. Modifying the system layout or design as per the changing needs of the building or facility.

Documentation and Reporting:

1. Maintaining comprehensive records of inspections, testing, and maintenance activities performed.
2. Generating reports on the condition and performance of firefighting systems.
3. Conducting emergency drills and training sessions on fire safety procedures.
4. Documenting any repairs, replacements, or modifications made to the system.
5. Providing compliance certificates or reports as required by local regulatory authorities.

The cost of replacement/repairing due to normal wear and tear including spare parts will be borne by the company.

C. Plumbing Work

The scope of work for an Annual Maintenance Contract (AMC) of plumbing systems includes the following tasks:

Plumbing Repairs and Replacements:

- A. Promptly responding to and resolving plumbing system breakdowns or malfunctions.
- B. Repairing or replacing faulty or damaged plumbing fixtures, pipes, valves, and fittings.
- C. Clearing blockages in drains, sewer lines, and grease traps.
- D. Repairing or replacing leaky faucets, toilets, and other fixtures.
- E. Repairing or replacing damaged or broken water supply lines or drainage pipes.
- F. Conducting repairs or replacements of water heaters, pumps, or pressure control devices as necessary.

Drainage System Maintenance:

- A. Inspecting and cleaning drain lines, traps, and vents.
- B. Clearing debris, sediment, or mineral buildup in drain lines.
- C. Repairing or replacing damaged or leaking drain lines, traps, or vents.
- D. Ensuring proper slope and alignment of drain lines for effective drainage.

Water Treatment and Quality Maintenance:

- A. Monitoring and maintaining water quality standards.
- B. Conducting regular water testing for bacterial contamination or other impurities.
- C. Installing and maintaining water treatment systems, such as water softeners or filtration units.
- D. Cleaning or disinfecting water storage tanks, if applicable.

Emergency Support:

- A. Providing emergency support services in the event of plumbing system failures or emergencies.
- B. Responding quickly to address leaks, burst pipes, or other urgent plumbing issues.
- C. Temporary repairs or containment measures to mitigate damage and restore system functionality.

Documentation and Reporting:

- A. Maintaining comprehensive records of maintenance activities, inspections, and repairs.
- B. Generating reports on plumbing system conditions, findings, and recommendations.
- C. Providing recommendations for system upgrades or replacements.
- D. Ensuring compliance with documentation requirements, including warranty registrations and service records.

D. Cleaning work of HVAC System

The scope of work for the cleaning of HVAC systems and their connected ducts includes the following tasks:

HVAC System Cleaning:

- A. Cleaning and vacuuming the supply and return air ducts.
- B. Removing dust, debris, and contaminants from the ductwork.
- C. Cleaning and disinfecting the internal surfaces of the ducts.
- D. Removing any microbial growth or mold from the ductwork.
- E. Sealing or repairing any leaks or damaged sections of the ducts.
- F. Ensuring proper insulation of ducts for energy efficiency.
- G. Conducting airflow testing and balancing after cleaning to ensure proper distribution.

Accessible Component Cleaning:

- A. Cleaning and disinfecting accessible components such as coils, blowers, and filters.
- B. Cleaning and disinfecting accessible sections of the ductwork.
- C. Cleaning and disinfecting accessible vents, registers, and grilles.
- D. Removing accumulated dirt, dust, and debris from accessible areas.

Disposal of Waste and Debris:

- A. Properly collecting and disposing of waste materials generated during cleaning.
- B. Following local regulations and guidelines for waste disposal.
- C. Ensuring safe and responsible handling of hazardous materials, if applicable

Documentation and Reporting:

- A. Maintaining records of the cleaning activities performed.
- B. Providing documentation of before and after cleaning conditions.
- C. Reporting any issues or concerns identified during the cleaning process.
- D. Providing recommendations for system maintenance or improvements.

Please Note during HVAC cleaning work, protect all material/things covering all furnitures and other things in the area.

Additional Note:

1. Construction staff/personnel should be preferably Indian nationals. Embassy of India reserves the right to accept/reject any Staff deployed by the Vendor. In case any of staff is not found upto the mark and not able to discharge his duties properly, he will have to be replaced as per the instructions of Embassy of India, Kuwait immediately by another qualified staff.
2. The new equipment to be supplied and installed should be of the same capacity, quality or higher than the existing ones with availability of the spare parts in the local market.
3. If additional equipment is required, other than that mentioned in the above scope of work, the same should be clearly mentioned in a separate bill and not to be included in the final Bid.

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Embassy of India

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Tender for selecting contractor for operation and maintenance of HVAC, Firefighting system, Generator and Plumbing Services

Document II – Section V

Section-V

5. Schedule of Quantity

(To be submitted by the bidder)

| No. | Items | Quantity | Cost |
|-------|--|-----------------------|------|
| 1. | Lump sum cost as per requirements laid down in the Tender document | Monthly value X 12 | |
| 2. | Cleaning of HVAC System | One time in a year | |
| 3. | Any other charges | | |
| Total | | | |

Note: Please refer to Section-I of the document

5.1 Schedule of Quantities should be enclosed by Bidders. Bidders are requested to identify and quote the rates of individual items. Items required for completion of the work may be added in the Schedule of Quantities with full nomenclature of the item.

5.2 Bidders shall satisfy themselves of the quantities quoted in the Schedule of Quantities. These quantities shall be taken as guidance to assess the approximate quantum of work involved in the project.

5.3 The bidder, prior to the submission of the tender, may add to items, quantities to the items in Schedule of Quantities as per the scope of the work, and site visit.

5.4 It shall be the responsibility of the bidder to satisfy himself of the completeness of the documents for the scope of work and his own assessment of the work after site visit and as per the tentative scope of work mentioned in the tender document.

5.5 No extra cost shall be entertained and payable if any additional information or detail is provided later for carrying out the works as specified in the tender documents.

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Document III – Section VI

Section-VI

6. Form of Tender

(To be submitted by the bidder)

To:

Ambassador of India,

Embassy of India, Kuwait.

We have examined tender conditions for the above-named work and have inspected the site and general conditions under which the works are to be carried out. We offer to execute and complete the works and remedy any defects therein, in conformity with this Tender, which includes all these documents for the Lump Sum Fixed Price of: KWD _____ inclusive of all types of charges.

If this offer is accepted, we will commence our services in accordance with the term and conditions mentioned in the Tender document

We understand that you are not bound to accept the lowest or any tender you may receive.

Signature:

Name:

in the capacity of -----

duly authorized to sign tenders for and on behalf of

Address:

Date:

GENERAL INFORMATION AND EMD DETAILS

| | | |
|----|---|--|
| 1 | EMD Details DD No and date: Amount in DHS. Name of the Bank: | |
| 2 | Name and Address of the Bidder: | |
| 3 | Contacts: | |
| 4 | Telephones: | |
| 5 | Fax: | |
| 6 | E-mail: | |
| 7 | Mobile No: | |
| 8 | Category of the Bidder (Whether company, partnership firm or Proprietary concern) | |
| 9 | Details of Owners/Partners | |
| 10 | Name of Chief Executive Officer and Telephone No. | |
| 11 | Year of Establishment | |
| 12 | Trade License Number (please provide copy) | |
| 13 | Yearly turnover of the last 2 years. | |
| 14 | Name and Address of the Banker | |
| 15 | List of major Clients and the size of orders executed | |

Note: Separate sheets may be attached wherever necessary.

Signature of the Tenderer

With stamp and date

Bank Guarantee Proforma for Performance Security

To,

Head of Chancery
Embassy of India
Kuwait

Bank Guarantee No.....

Brief description of contract:

Date:

Whereas M/s (**Name of Contractor with address**) have submitted their tender for: **operation and maintenance of HVAC, Firefighting system, Generator and Plumbing Services in the Embassy of India, Kuwait** and one of the tender conditions is for the M/s (**Name of Contractor with address**) _____ to submit a Bank Guarantee for Performance Security amounting to **KWD 450/- (Kuwaiti Dinar Four Hundred Fifty only)**. In fulfilment of the tender conditions, we, (**Name of Bank with address**) _____ hereby irrevocably and unconditionally undertake to pay to you within three working days of receipt of your first written demand, without any demur whatsoever and without seeking any reasons, whatsoever, up to the maximum aggregate amount of **KWD 450/- (Kuwaiti Dinar Four Hundred Fifty only)**.

2. This guarantee is valid for a period of **365 Days** and any claim and statement hereunder must be received at the above mentioned office before expiry. After expiry, this guarantee shall become null and void whether returned to us for cancellation or not and any claim or statement received after expiry shall be ineffective.

3. Notwithstanding anything to the contrary contained hereinabove, the maximum liability under this guarantee is restricted to **KWD 450/- (Kuwaiti Dinar Four Hundred Fifty only)**.

4. Notwithstanding anything to the contrary contained hereinabove, this guarantee is valid from (**date of issue**) _____ up to the (**365 Days/ 1 Year**) _____ and claims under this guarantee should be submitted not later than (**from date of expiry**) _____.

5. This guarantee may not, without our prior written consent, be transferred or assigned and this guarantee is limited to the payment of a sum of money.

6. This guarantee shall be governed and construed in accordance with the laws of **Kuwait** and is governed by the United Rule for Demand Guarantee(URDG) (ICC Publication No.758) and shall be subject to exclusive Jurisdiction of the **Kuwait** Courts.

Date: Place:
Name: Signature

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Kuwait

Tender for selecting contractor for operation and maintenance of HVAC, Firefighting system, Generator and Plumbing Services

NOTIFICATION OF AWARD

Contract No: Date:

To:

[Name of Contractor]

This is to notify you that your Tender dated [insert date] for the execution of the Works for **operation and maintenance of HVAC, Firefighting system, Generator and Plumbing Service and cleaning of HVAC and its connected ducts** for the Contract Price of KWD..... [Amount in figures and in words], as corrected and modified in accordance with the Instructions to Tenderer is hereby accepted by [name of Employer].

You are requested to proceed with the execution of services on the basis that this Notification of Award shall constitute the formation of a Contract, which shall become binding upon you signing the Contract Agreement within seven (7) days and furnishing a Performance Security within fifteen (15) days.

We attach the Contract Agreement for your perusal and signature.

Signed

Duly authorised to sign for and on behalf of

[Name of Procuring Entity]

Date: