



भारतीय कम्पनी सचिव संस्थान
THE INSTITUTE OF
Company Secretaries of India
IN PURSUIT OF PROFESSIONAL EXCELLENCE
Statutory body under an Act of Parliament
(Under the jurisdiction of Ministry of Corporate Affairs)

ICSI HOUSE, 22, INSTITUTIONAL AREA, LODI ROAD, NEW DELHI – 110003
ICSI HOUSE, C-36/37, SECTOR-62, NOIDA-201309 (UP)

Tender No. ICSI/Admin/CAMC_AC&WC/2026/135

21st July 2026

Sub: Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309.

S. No.	Tender Publish Date	July 21, 2026
1.	Tender Fee	Rs.236/- (Rs.200/- + Rs.36/- for 18% GST) (Rupees Two Hundred & Thirty-Six Only)
2.	Earnest Money Deposit (EMD)	Rs.50,000/- (Rupees Fifty Thousand only)
3.	Last date and time for sending Pre-Bid Queries through email (*)	All queries have to be sent at Email ID: birender.kumar@icsi.edu by 2:00 PM on July 27, 2026
4.	Replies of Pre-Bid queries	If any, will be uploaded on or after July 29, 2026 by 1:00 PM at website of the Institute (www.icsi.edu)
5.	Last Date and Time for Submission of Bids	on or before August 5, 2026 by 2:00 PM
6.	Address for submission of Bids	The Institute of Company Secretaries of India, ICSI House, C – 36, (Ground Floor Reception: Tender Box of Dte. of Purchase) Sector – 62, Noida – 201309
7.	Bid Validity	270 days from the date of opening of technical bids.
8.	Date, time & venue of opening of Technical Bids.	August 5, 2026, at 3:00 PM The Institute of Company Secretaries of India, ICSI House, C – 36, Sector – 62, Noida – 201309
9.	Date and time of opening of commercial bids.	To be intimated at a later stage, only to technically qualified bidders.
10.	Contact details	Sanjeev Kumar Dogra, Joint Director, The ICSI, Tel. No.:011-45341004 Email Id: sanjeev.dogra@icsi.edu
11.	Institute Website	www.icsi.edu



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Statement of Disclaimer

The information contained in this Tender Document or subsequently provided to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of Institute of Company Secretaries of India (hereinafter "ICSI") or by any of their employees or advisors, shall be subject to the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided. The purpose of this tender document is to provide the Bidder(s) with information to assist the formulation of their proposals. This Tender Document does not purport to contain all the information each bidder may require. This tender document may not be appropriate for all persons, and it is not possible for the ICSI, their employees or advisors to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and where necessary obtain independent advice from appropriate sources. ICSI, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document. ICSI may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.



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Sub: Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309.

A. About ICSI:

The Institute of Company Secretaries of India (herein after referred as ICSI / Institute) is a statutory body constituted under an Act of Parliament i.e. the Company Secretaries Act, 1980. ICSI is functioning under the overall administrative jurisdiction of Ministry of Corporate Affairs, Government of India and having its head office at 22, Institutional Area, Lodi Road, New Delhi. The Institute has another office at C-36 & C-37, Sector – 62, Noida. ICSI is the only recognized professional body in India to regulate and develop the profession of Company Secretaries in India.

The Institute has also other offices i.e., 4 Regional Offices-Prasad Nagar (NIRO) New Delhi, Chennai (SIRO), Kolkata (EIRO), Mumbai (WIRO), Navi Mumbai CCGRT, Hyderabad - CCGRT, Kolkata-CCGRT, Manesar-CCGRT and approx. 73 chapters offices across India.

Sealed tenders/bids are invited for “**Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309.**” as per the details given in the Part ‘A’, ‘B’ & ‘C’ of the Tender Document. The terms and conditions governing the instant Tender are as under:

B. DEFINITIONS

- i) The “ICSI” means THE INSTITUTE OF COMPANY SECRETARIES OF INDIA, New Delhi.
- ii) The “Service” means providing **Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309.**, which the bidder is required to provide to the ICSI under the Contract through this tender.
- iii) “Bidder” or “Tenderer” means the agency/firm that is engaged in the business of providing Comprehensive AMC for Air Conditioning Units on annual contract basis and applies in response to this notice inviting tender.
- iv) “Vendor” or “Service Provider” means the successful bidder who is engaged by ICSI to provide the service through this tender process by entering the contract with the ICSI.
- v) “Party” means ICSI or Vendor individually and “Parties” shall mean ICSI and Vendor collectively.
- vi) “Letter of Intent” means the communication of the intention of the ICSI to the vendor for the award of work read with tender documents.
- vii) “Work Order” means the order placed by the ICSI to the vendor signed by the authorized officer of ICSI including all attachments and appendices thereto and all documents incorporated by reference therein. Work Order along with the Letter of Intent if any and tender documents and the agreement constitutes the contract.
- viii) The “Contract” means the contract entered into by ICSI with vendor(s) for **Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309** which the vendor(s) is (are) required to provide to the ICSI under the contract through this tender.
- ix) The words “Contract”, “Agreement”, “Work Order” to be read *intra alia* and the words have been used inter-changeably. Therefore, the words may be understood and interpreted correctly as may be best applicable.

PART 'A'

I: Instruction to Bidders

1. PURPOSE

The Institute of Company Secretaries of India (ICSI) is seeking proposals from reputed vendors having expertise to provide **Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309.**

2. The vendor will assist The ICSI in performing a readiness assessment of the existing infrastructure including document requirements, etc. to execute the services smoothly.

3. The tender document can be **downloaded from the website of the Institute (www.icsi.edu) and/or Central Public Procurement Portal (CPPP) (<https://eprocure.gov.in/epublish/app>) July 21, 2026, to August 5, 2026**, for which bidder would be required to make online payment / enclose a demand draft of Rs.236/- (Rs. 200/- + 18% GST) by using following online link: "<https://apps.icsi.edu/TenderApp/BidderEntryForm.aspx/>" and enclose the receipt of online payment generated by the system towards the cost of the tender document with the bid. The bidder who fails to submit the cost of the tender document with the bid, / their tender shall not be considered for evaluation, and no communication shall be entertained. If any discrepancies found in the downloaded version of the tender, the latest version of the tender document published by the Institute through website notification will be treated as authentic correct.

(Note: All bidders having registration with NSIC/MSME may take exemption from submission of requisite fee towards the cost of Tender, however, they must submit copy of valid NSIC/MSME certificate in envelope No. 1 instead of tender fee.)

4. Earnest Money Deposit (EMD)

- i. The Earnest Money Deposit (EMD) of **Rs. 50,000/- (Rupees Fifty Thousand only)** in the form of Demand Draft/pay order from any of the nationalized bank drawn in favor of **"THE INSTITUTE OF COMPANY SECRETARIES OF INDIA"** payable at New Delhi only is to be submitted along with the bid.
- ii. Tenders received without the prescribed Earnest Money Deposit (EMD) shall not be entertained and shall be rejected summarily.
- iii. The EMD of the successful bidder can either be converted as part of the performance security on request of the bidder or will be refunded after receipt of Performance Guarantee/Security. In case the selected bidder/bidder/vendor opts to convert the EMD to be part of the performance security, balance amount towards the performance security be submitted by the selected bidder / vendor with the ICSI in the form of bank guarantee from nationalized bank immediately within 7 days of issue of work order but before execution of the agreement. The EMD of the unsuccessful bidders will be refunded without any interest/Bank commission/collection charges within 30 days after award of the contract / work order to the successful bidder.

(Note: All bidders having registration with NSIC/MSME may take exemption from submission of EMD, however, they must submit copy of valid NSIC/MSME certificate in envelope No. 1 instead of EMD.)

5. Forfeiture of EMD:

The EMD of the bidders shall be forfeited in the following circumstances: -

- i. the bidder withdraws its bid.
- ii. the selected bidder does not accept the Purchase / Work Order.
- iii. the selected bidder fails to supply goods / services as per the terms of the Tender and Purchase / Work Order.
- iv. any other unjustified reasons e.g., misleading or wrong information in the Bid, violation of the terms and conditions of the Tender, involvement in forming ring/cartel, submission of multiple bids in different names etc.

6. The sealed tenders are to be submitted in prescribed format on the bidder's business letter head duly stamped, signed and dated on each page of Part 'A' & 'B' and 'C' as a token of the bidder's unconditional acceptance to the terms prescribed by the Institute. Details/supporting documents wherever applicable, if attached with the tender must be duly authenticated by the bidder. No overwriting shall be accepted unless authenticated with full signature of the bidder. ICSI shall reserve its discretion to decide on authenticity/ validity of the over-writing without prejudice to its other right. **Each page of the Tender document must be signed, stamped and submitted with the Tender by bidder.**

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7. **Bid Submission:** Each bidder shall submit the tender in three separate sealed envelopes, (i) EMD & Tender Fee is to be put in **envelope No. 1** (please mark the envelope as “**No.1 – EMD & Tender Fee**”), (ii) Part ‘A’ & ‘B’ including Form I(Annexure A), Form II(a) & II(b) (Annexure B1), and Form III (Annexure C), along with all requisite documents is to be put in **envelope No. 2** (please mark the envelope as “**No. 2 – Technical Bid**”), (iii) Part ‘C’ only is to be put in **Envelope No. 3** (Please mark the Envelope as “**No.3 – Financial Bid**”). All the sealed envelopes bearing No. 1, 2 and 3 are to be put in main envelope i.e., Envelope No. 4.

8. The bidders must mention the price details in the prescribed format of price bid which is to be put in the sealed envelope as instructed at Sr. No. 7 above. **The bidders should ensure that price details are not mentioned anywhere, except the prescribed price bid format. In case, during the evaluation it is found that the bidder has mentioned the price details anywhere other than in the prescribed price bid format, or if the price bid is not submitted in sealed cover; the bid submitted by such bidder shall be out rightly rejected.** In case of non-compliance of this instruction, the EMD and tender fee submitted by such bidders will also be forfeited.

The sealed tender envelope duly super scribed, “**Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309.**” due on **August 5, 2026** ” should be addressed to **the Secretary, The ICSI** and be sent at the Institute’s address given below either by registered post/speed post/courier or by dropping in the tender box placed at Ground floor of Institute’s Noida office address as mentioned below & should reach on or before **2.00 PM on August 5, 2026**

Address:

The Secretary

The Institute of Company Secretaries of India

ICSI House, C-36, **(Ground Floor: Tender Box of Dte. of Purchase)**

Sector-62

Noida – 201309 (UP)

The Institute shall not be liable for any transit delays whatsoever and tenders received after the stipulated time/date shall not be entertained and shall be rejected summarily without assigning any reason and without any further reference to the bidder.

9. The Technical Bids of the Bidders will be opened on **August 5, 2026, at 03:00 pm** on the **5th floor of the ICSI, C-36, Sector-62, NOIDA – 201309** in the presence of the representatives of the bidders, who wish to be present on the scheduled date and time. No separate intimation will be sent to the bidders regarding opening of the technical bids. In the event of due date being a close holiday or declared Holiday for Central Government offices, the due date for opening of the bids will be the following working day at the appointed date, time and venue.

10. The GST has rolled out with effect from 01.07.2017. For implementation of GST in ICSI, bidders who have not migrated to or registered with GST regime will not be eligible to participate in any tender of the Institute. Any offer received from the bidder without GST registration details shall not be entertained and shall be summarily rejected.

11. The Bidder who was awarded any contract in the past by the Institute but terminated during the contract period due to unsatisfactory performance will not be eligible /considered to participate in this tender. Also, a bidder who was awarded any contract earlier but refused to continue the contract/refused to sign the agreement as given by the Institute will not be eligible to participate in this tender.

12. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of bid and will be at the bidder's own risk.

13. The bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged between the Bidder and the ICSI shall be in English.

14. ICSI shall have the right to assess the competencies and capabilities of the bidder by going through the credentials given in the Technical Bid and based on such credentials, ICSI may reject the candidature of the bidder without assigning any reason. In such case(s) the Financial Bid shall not be opened for that bidder. The Financial Bid of only

those bidders shall be opened, who have qualified in the technical scrutiny and the time and date for opening the Financial Bid shall be communicated separately.

15. ICSI reserves the right to accept the bid in whole or in part without assigning any reason and such decision shall be final. The part acceptance of the bid shall not violate the terms and conditions of the tender documents, and the bidder shall execute the work at the specified rates without any extra charges or compensation within the stipulated period.

16. The Institute reserves the right to accept or reject any or all the tenders including the lowest tender(s) without assigning any reason or to cancel the whole tender process at any stage without assigning any reason whatsoever at its sole discretion prior to award of Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the ICSI's action. The decision of the Institute will be final and binding on all concerned.

17. Incomplete bids shall be rejected outright. No alterations, amendments or modifications shall be made by the Bidder in the Tender documents and if any such alterations are made or any special conditions attached, the bid shall be liable to be rejected at the discretion of the ICSI without reference to the bidder. Tampering with any format given may be liable for rejection / disqualification of the bids. Correction and overwriting anywhere in the tender document should be avoided. Every correction and overwriting must be authenticated with full signature of the bidder, otherwise the bid shall be liable to be rejected.

18. Each Bidder acknowledges and accepts that ICSI may in its absolute discretion apply selection criteria specified in the tender document for evaluation of proposals for short listing / selecting the eligible vendor(s). All Bidders on responding to ICSI for this tender will be deemed to have accepted the terms of this tender document. Nonacceptance of any of the terms & conditions as stated in Tender document and non-submission of the stipulated Earnest Money Deposit (EMD) shall render the Bid invalid.

19. In the interest of the Institute, ICSI at its discretion may include or exclude any bidder who has served/worked for the ICSI by executing any similar contract through tender/RFP in recent past. Such inclusion or exclusion of bidder shall be decided during technical evaluation of the bids of this tender process.

20. ICSI will reject a proposal for award if it is found that the BIDDER recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the project.

Whereas "Fraudulent Practice" means a misrepresentation of facts to influence a procurement process or the execution of the project and includes collusive practice among BIDDERS (prior to or after submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the ICSI of the benefits of free and open competition.

Whereas "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of the Official of the ICSI in the process of project execution.

21. **Eligibility Criteria for bidding:** Bidders who fulfil the eligibility criteria mentioned in **Annexure-B1** will only be considered for evaluation of their bids.

I. Technical and infrastructure bids Evaluation Criteria:

- a. The Bidder should fulfill the eligibility criteria for bidding as mentioned in the document. The Bidder who does not qualify these criteria may not be evaluated further and rejected at this point itself.
- b. Evaluation of bidder's infrastructure, manpower, financial strength, technical expertise and experience in the relevant fields will be done through the information / documents provided as a part of the technical and infrastructure bids.
- c. Evaluation of work experience in the relevant fields will be done through the information / documentary proofs such as client's certificate provided by the bidder as a part of the technical and infrastructure bids.
- d. In order to facilitate the Technical and infrastructure Bid evaluation, the technical criteria laid down along with the assigned weights have been presented in the Technical and Infrastructure Evaluation Matrix (**Annexure F**). The marking scheme presented is an indication of the relative importance of the evaluation criteria.

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II. Financial -Bid Evaluation

The Financial -Bid evaluation is done only for those bids which are responsive and which have a Final Technical Score of at least 60%.

The bidders are required to study the Institute's complete set-up while submitting their bid for Comprehensive AMC Services.

III. Commercial Evaluation (CE)

Commercial bids of only those Bidders will be opened who qualify in the technical and infrastructure bids evaluation process. The date, time and venue for opening the Financial / Commercial bids will be intimated to the technically qualified bidders only.

- a) In case of Commercial Evaluation of the Proposal, Full marks (100 marks) will be allotted to the Bidder who quotes the lowest financial proposal (LP).
- b) While the Bidder with lowest financial proposal (LP) will get a financial proposal score (FPS) of 100 marks, other Bidders will be awarded in proportion to the marks scored in relation to the Bidder with the lowest quote. Thus, the other Bidders will get marks < 100. The Financial proposal scores (FPS) of all other bidders will be determined by the formula:

$$\text{FPS} = \text{Lowest Financial Proposal } [(LP) / F] * 100 \text{ (Where F is the Financial Proposal quoted by this Bidder).}$$

For example: If Bidder A quotes Rs.100 and Bidder B quotes Rs.50, Bidder B will be allotted 100 Marks on the grounds that it is the lowest Bidder. Bidder A will get (Inversely Proportional)

$$\text{FPS} = (50/100) * 100 = 50 \text{ marks}$$

Total score = 60% x technical proposal score + 40% x financial proposal score

22. The Bidder will be responsible for the trouble-free integrated working of the Air Conditioning System i.e., Standalone Acs, HVAC and Chiller Plant.

II. Scope of Work: The successful bidder shall undertake the following activities, including but not limited to

- i. Carrying out quarterly inspection of equipment listed as a part of preventive Maintenance (PM) in accordance with relevant PM checklists and as per schedules
 - a) Checking the central AC or Refrigeration system and equipment such as compressors, motors, pumps, cooling towers and their electrical controls on the respective equipment.
 - b) Checking the refrigeration system for any leaks.
 - c) Checking the electrical and refrigeration control system for operation and adjustments of set values necessary.
 - d) Lubrication of all necessary points in the system & its components in line with the checklist.
 - e) Changing of parts (not whole units such as chiller, control panel, reciprocating compressors, screw compressors centrifugal compressors, motors and the like) or repairing or recalibration as may be necessary.
- ii. Carrying out - once in a year, chemical or manual (tube brushing) de-scaling of water-cooled condensers.
 - a) Chemical de-scaling will not be done when manual brushing of condenser tubes will "suffice"; this enhances the life of the condenser.
- iii. Carrying out - once in a year, external cleaning (chemical I or with plain water) of evaporator coils, chilled water coils in AHUs, condenser coils in air-cooled equipment, cooling tower basins, troughs, fill without detaching from the system.
- iv. Carrying out - once in a year, testing of lubricant and water (chilled water system and water-cooled condensing systems only) samples.
 - a) Lubricants will be changed as per schedule prescribed in the maintenance manual of the equipment provided or if the sample indicates unacceptable quality.
- v. Attending to breakdown calls
 - a) Parts and consumables will be provided free of charge in normal circumstances.
 - b) For replacements arising out of normal wear and tear the items used will be charged extra.
- vi. The term "Maintenance" implies comprehensive maintenance contract and includes all parts of the machines including compressor, gas, mechanical/Electrical parts, copper pipes etc. and the stabilizers & temperature control device connected to the Air Conditioners.
 - a) Inspecting the air conditioning systems and carrying out preventive maintenance as per our stand

- practice four times a year.
- b) Checking the refrigeration system, motor and starters for performance and ensuring the overall healthy condition of the air conditioners.
 - c) Check the system for leakage and then rectify leakage, if any.
 - d) Taking a set of readings and then evaluating them to ensure satisfactory performance of AC machines.
 - e) Check the refrigeration control system for operating and adjusting the settings, if necessary.
 - f) De-scaling of condensers if deemed necessary. (Maximum two times per year).
 - g) Clean the cooling coils and once/twice a year.
 - h) Lubricating the bearings of motors and fans.
 - i) Repairing / replacing the components of the equipment at site or at any other place as and when required.
 - j) Overhauling the components of the equipment at site or at any other place as and when required.
 - k) Re-plashing the refrigerant because of a leak from the system arising out of standard wear and tear.
 - l) Attending to the AC machines when called upon.
 - m) Attending to complaints/breakdown calls whenever received within 24 hours.
 - n) Reporting the healthiness of the AC machines and suggesting improvements, if any.
 - o) Submission of monthly inspection report.

List/Details of equipment's covered under AMC is enclosed at Annexure "B"

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List of AC Plant Equipment's installed at ICSI-House, 22, Lodi Road, Institutional Area, New Delhi for AMC:

S. No.	Details of Equipment	Qty
01	WCSS036DMN 33 TON Water Chilled	2 Nos.
02	Chiller Pump	3 Nos.
03	Condenser Pump	3 Nos.
04	Cooling Tower 110TR (Under Warranty)	1 No.
05	Air Handling Unit	4 Nos.
06	Fan Coil Unit	2 Nos.
07	Cassette Unit	17 Nos.
08	LT Panel for Operation of Plant Switches/ MCCB and other Electrical Items	1 Lot

Details of AC Plant Equipment:

Sl. No.	Material Code	Material Description	Equipment Sr. No.	Qty
1.	CS-PMP36TR20HP	PUMP 36 TR <= 20 HP	DE-4 DE-5	2
2	CS-FCU2TR	FCU 2TR	000006157014000514 000006157014000513 000006157014000507 000006157014000520 000006157014000521 000006157014000515 000006157014000525 000006157014000508 000006157014000512 000006157014000509 000006157014000510 000006157014000519 000006157014000524 000006157014000522 000006157014000511 000006157014000523 000006157014000517 000006157014000516 000006157014000518	19
3.	CS-WCDS036DMN	36TR WATER COOLED SCROLL CHP WITH 3CKT.C		1
4.	CS-AHU3150FMBD	AHU 6 TR FLOORMOUNTED BELTDRIVEN	000000000000000610 0000000000000137177	2
5.	CS-PMP36TR20HP	PUMP 36 TR <= 20 HP	DE-3 D DE-1 DE-2	4
6.	CS-WCDS036DMN	36TR WATER COOLED SCROLL CHP WITH 3CKT.C		1
7.	CS-AHU6001FMBD	AHU 11.5 TR Floor Mounted Belt Driven	000000000000001166 000000000000001167	2
8.	CS-CT110TR	COOLING TOWER 110TR	DE-5	1

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List of AC & Water Coolers:

S.No.	Description of separate Split Air Conditioners & water coolers at ICSI HQ	Make	Qty. (Unit)
1	2.0 ton- Split	2 Nos. Voltas/ 1 No. Daikin	3
	1.5 ton- Split	Voltas	1
	0.8 ton-Split	Daikin	1
	2.0 ton- Cassette type	Voltas	10
	40/20 Liters Water Coolers	Usha International Ltd	3

The scope of work consists of:

You will provide labor as detailed in this offer to carry out the following maintenance visits.

A. MINOR MAINTENANCE AND INSPECTION: to ensure units are operating reliably and efficiently through the cooling season.

- Inspecting the Air-Conditioning Units and adjusting safety controls.
- Checking operation of controls.
- Recording operating conditions.
- Logging and reporting repairs and parts that are required.
- Carry out leak test of system.
- Complete service inspection report forms
- Check three-phase voltage and current balance.

B. MAJOR MAINTENANCE: You will carry out 1 Major Service of NON-VRF HVAC System. Checking Electrical and mechanical system of the units. Performing the following tasks:

- Running diagnostic check.
- Cleaning contacts or recommending replacement.
- Checking all terminals and tightening connections.
- Checking overloads.

Review the control panel for the following Items:

- Running diagnostic check of motor control panel.
- Checking safety shutdowns operation.
- Checking all terminals and tightening connections.
- Checking display data accuracy and set points.

Checking the system for the following Items:

- Conducting a leak check and identifying leak sources.
- Checking the refrigerant cycle to verify the proper operating balance.
- Cleaning of Filters on indoor units.
- Checking the drain line.

General items included:

- Repairing insulation removed for inspection and maintenance procedures.
- cleaning equipment and surrounding area upon completion of work.
- Consulting with the operator.
- Reporting deficiencies and repairs required.
- Complete service inspection Report Form.

Especially Excluded Items in AMC

- Air Filters, Sheet Metal Parts, Evaporator Coils.
- Compressor, Condenser coil, Circuit Break.
- Fan Motor and Gas Charge.
- Front Grill Assy /Plastic Cover/Panel.
- Circuit Breaker (MCB, Sequencer).

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6. Remote Handset.
7. Refrigerant and Compressor Oil.

2. DETAILS OF THE EQUIPMENTS: ICSI, C 36, Sec - 62, Noida

Comprehensive Annual maintenance of the following equipment is to be done: -

Brand Toshiba

S.NO	Particulars	Capacity	Number
1	Outdoor Units For TFA	86 HP	1
2	Outdoor Units	30 HP	1
3	Outdoor Units	36 HP	1
4	Outdoor Units	38 HP	3
5	Outdoor Units	44 HP	3
6	Indoor Units (Ductable Type)	8.02 TR	19
7	Indoor Units (Ductable Type)	6.45 TR	3
8	Hi wall Type Units	1.65 TR VRF	14
9	Hi wall Type Units	1.33 TR VRF	27
10	Hi wall Type Units	0.8 TR VFR	1
11	Hi wall Type Units	4 HP	13
12	Hi wall Type Units	3.2 HP	4
13	Hi wall Type Units	2.52 HP	7
14	Air cooled Hi-wall with Outdoor Unit	1.5 TR	2
15	SITC Toshiba make Inverter type Hi wall Colling Units	1.88 TR	3
16	TFA Ductable Unit	5 HP	1
17	TFA Ductable Unit	10 HP	8
18	Drain pump for split Units		5

B. ICSI, C 37, Sec - 62, Noida

S. NO	Description	TR	QTY	Total TR
1	Toshiba 1 TR (Split Type)	1	7	7
2	Toshiba 1.5 TR (Split Type)	1.5	6	9
3	Toshiba 2 TR (Split Type)	2	1	2
4	Toshiba 3.4 TR (Cassette Type)	3.4	15	51
5	Hitachi 1.5 TR (Hi Wall Type)	1.5	4	6
6	Voltas 1 TR (Split Type)	1	1	1
7	Voltas 1.5 TR (Split Type)	1.5	1	1.5
8	Voltas 2 TR (Split Type)	2	6	12
9	Drain pump for split Units			14
10	Voltas split AC (2 Ton) – 2 TR	2	1	New purchase items // not installed as on 02.06.2026. However. It is under warranty period for one year. After expiry period the mentioned items should be cover under AMC.
11	Voltas Split AC (1.5 Ton) -	1.5	1	
12	Water coolers (Voltas)	80 Litres	1	

23. Nonacceptance of any of the terms & conditions as stated in tender document and non-submission of the stipulated Earnest Money Deposit (EMD) shall render the Bid invalid. Only bidders whose INFRASTRUCTURE/Technical

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experience particulars as stated in tender are determined to be in consonance with Institute's requirements shall be considered further in the Tender Evaluation Process.

24. The bidders are required to study and understand the Institute's complete set-up including all Standalone Acs (Split/Window), HVAC and Chiller Plant while quoting for the maintenance charges for the same.

25. The rates to be quoted by the bidder shall expressly be inclusive of all statutory taxes, GST, fees, cesses, duties, levies, charges, surcharges and other components, etc. (net to Institute) for AC. No component of cost / tax shall be paid by the Institute unless the same is included specifically in the quotations.

26. **Bid Validity:** Price quoted must be valid for at least 270 days from the date of opening of technical bid. However, the prices finalized after opening the tenders shall not increase throughout the period of Contract.

27. The whole work included in the Tender shall be executed by the Bidder and the Bidder shall not directly or indirectly transfer assign or sublet the contract or any part thereof or interest therein to any other party without the written consent of ICSI.

28. Site for services is:

**The Institute of Company Secretaries of India
22, Institutional Area, Lodi Road, New Delhi - 110003**

**The Institute of Company Secretaries of India
C-36 and 37, Sector-62, Noida-201309**

And/Or any Office of the ICSI in Delhi NCR only.

29. Escalation matrix upto the level of CEO/Proprietor must be provided with phone number and email address of all personnel in the matrix.

30. The bidder must sign a Service Level Agreement for AC Services at HQ-Noida for a period of Three (3) year effective from the date of the acceptance of the Contract given by the Institute in the line of the terms and conditions of the tender document. Format/Sample of Service Level Agreement is annexed with this tender document.

31. Security Deposit /performance guarantee

- a) The successful bidder has to submit the security deposit/performance guarantee in form of a Bank Guarantee from any Nationalized bank (format enclosed as Annexure G) to cover any loss or damage caused to or suffered by the Institute due to acts of commission and omission by the successful bidder or any failure on the part of the successful bidder in fulfillment of terms and conditions of the contract and conditions contained in the contract. The value of the Security Deposit/Bank Guarantee must be the equivalent amount of 5% of the annual contract price. The Bank Guarantee must be submitted within 10 days of issue of order but before execution of the contract. The Bank Guarantee shall have to remain valid for the entire duration of the Contract (*i.e.*, Three Years) plus three months beyond the completion of contract period. The successful bidder shall not be entitled to any claim or receive any interest in the amount of performance guarantee. The EMD of the successful bidder without interest will be refunded after submission of the performance Guarantee/Security Deposit.
- b) The successful bidder having valid registration with NSIC/MSME on the date of submission of tender, are also required to submit requisite security deposit / performance guarantee.

32. In case of contravention of the any of the terms and conditions as stated in the tender documents / Service Level Agreement (SLA) or if the Bidder withdraws or amends, impairs or derogates from the tender / Service Level Agreement (SLA) in any respect within the period of validity of the tender / Service Level Agreement (SLA) or bidder fails to execute the work as per the Tender/Work Order or fails to deliver the satisfactory performance during the period of contract, or fails to execute agreed Service Level Agreement (SLA), ICSI shall have the right to invoke the said Bank Guarantee and to forfeit the security deposit / earnest money deposit and such decision of the ICSI shall be final.

33. Payment Terms:

AMC charges will be paid on quarterly basis at the end of each quarter for the preceding quarter against the bill only and the rates quoted shall remain valid till Three years from the start date of contract.

Payments shall be subject to deductions of any amount for which the Bidder is liable under the agreement against this contract. Further, all payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the prevailing income- Tax Act and any other taxes as on the date of invoice submission and/or payment date.

34. Payment of Taxes

The vendor shall be responsible for and shall pay all taxes, duties, assessments or other charges of any kind or nature whatsoever levied by any government or governmental body on or in connection with the Services including without limitation all statutory levies, taxes, fee, duties, rate, charges, surcharges etc. and any other tax ("taxes") levied on service provided by the Service Provider. ICSI may withhold from payments due to the Service Provider any amounts required with respect to the taxes and to remit the same with the relevant authorities, in case of failure on the part of the Service Provider.

35. Liquidated Damages (LD)

- a) ½ per cent of total value of contract, for each day of delay, in case of services are delivered either in full or partly within 7 days after the due date.
- b) 1 per cent of total value of contract subject to maximum 10%, for each day of delay, in case services are delivered either in full or partly beyond 7 days but up to 14 days after the due date.
- c) Even after two (02) weeks of delay, if you fail to deliver the goods and services, ICSI may reject or accept the goods and services at its sole discretion after imposing applicable penalty and decide accordingly on approval of the competent authority.

36. Duration of Contract

Duration of Contract shall be for a period of Three (3) years subject to evaluation of the performance on yearly basis. In case of an annual review, it is perceived by the Institute that the service provider's previous year's performance was not satisfactory, it may terminate the contract with one (1) month notice on the completion of the year of service. Decision of the ICSI in regard shall be final. The Institute must issue the termination notice within one (1) month of the completion of the yearly maintenance otherwise the contract will be valid. However, the notice period may be extended by mutual agreement till alternate arrangements are made.

37. Extension of Contract

On expiry of Three (3) years, the ICSI reserves the right to extend the contract for further maximum period of two (2) Years subject to evaluation of the performance on yearly basis on the same terms & conditions in writing if the service of the Service Provider is found satisfactory. Service Provider shall have no right or claim for the extension of the contract in any circumstances and decision of the ICSI shall be final and absolute.

38. The Institute reserves the right to accept or reject any or all tenders/bids including the lowest tender(s)/bid without assigning any reason at its sole discretion and such decision of the Institute shall be final and binding on all concerned.

39. The ICSI does not bind itself to accept the lowest or any tender or to assign any reason thereof and ICSI also reserves the right of accepting the tender/bid in whole or in part. The part acceptance of the tender shall not violate the terms and conditions of the contract, and the bidder shall execute the work at the specified rates without any extra charges or compensation within the stipulated period.

40. Incomplete quotations shall be rejected out rightly.

41. In case any work for which there is no specification in the tender, such work shall be carried out in accordance with the directions of the ICSI without any extra cost to the Institute.

42. At any time prior to the last date for receipt of Bids, the ICSI may, for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender Document by issuing an addendum/corrigendum. Any such amendment issued along with the original Tender document will constitute Revised Tender. The addendum/corrigendum will be uploaded on the ICSI website. The Bidders are requested to visit the website frequently to check for any amendments.

43. The ICSI may at any time during the Tendering process but before opening the technical bid request the Bidders to submit revised Technical / Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby incurring any liability to the affected Bidder or Bidders.

44. The tenderer(s) / bidder(s) shall not use or disclose any Confidential Information of the Institute except as specifically contemplated herein. For purposes of this tender / contract "Confidential Information" means information that: (i) is sufficiently secret to derive economic value, actual or potential, from not being generally known to other persons who can obtain economic value from its disclosure or use; and (ii) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy or confidentiality.

45. In case of any damage or loss caused to the Institute due to breach of term or condition of the tender / contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct of the Tenderer / Bidder or its staff, the Tenderer / Bidder shall make the loss good. The Institute shall have right to adjust the damage / loss suffered by it from the security deposit / earnest money deposit / bank guarantee and / or to charge penalty as decided by the Institute. Decision of the Institute in this respect shall be final & binding.

46. Whenever under this tender / contract order any sum of money is recoverable from and payable by the Tenderer / Bidder, the Institute shall be entitled to recover such sum by appropriating in part or in whole from the security deposit / bank guarantee / earnest money deposit of the Tenderer / Bidder. In the event of the security deposit / bank guarantee / earnest money deposit being insufficient, the balance or the total sum recoverable, as may be, shall be deducted from any sum due to the Tenderer / Bidder or which at any time thereafter may become due to the Tenderer / Bidder under this or any other tender / contract with the Institute. If this sum is not sufficient to cover the full recoverable amount, the Tenderer / Bidder shall pay the Institute on demand the remaining balance.

47. The vendor will provide all safety appliances *i.e.*, gloves/gears/gadgets, tool kit etc. to the deputed personnel as per their requirement on duty while attending fault rectification or routine maintenance or to take up preventive maintenance as and when required and follow all safety rules regulations and all statutory provisions. The cost for such aforesaid arrangement shall be borne by the vendor. No extra payment will be made for the same. Vendor must ensure that every deputed personnel is covered by adequate insurance coverage to address any contingencies. The contractor shall be liable for accident, injury, losses due to any accident or negligence of their workers and shall also be liable to incur all the expenses in consequence thereof and Institute is in no way responsible for any damage arising out of this tender/work contract. It is expressly understood & agreed between the parties that the personnel(s) employed / hired / engaged (permanent / regular / casual / contractual / temporarily / daily wager or whatever be the status / name) by the Service Provider directly or indirectly for the execution of work as provided under this Tender, shall not be employee / officer of the ICSI for any purpose. None of such person of the Service Provider shall have any right to claim anything against the ICSI.

III. GENERAL:

- a) **Modification/variation in Terms of Contract:** ICSI reserves the right to modify or may bring some variation in the terms and conditions of the contract on mutually agreed terms, if it is found necessary due to any operational difficulty or any other genuine reasons.
- b) **Recovery:** Whenever under the contract through this tender, any sum of money is recoverable by ICSI from the party or / and payable by the party to ICSI, the ICSI shall be entitled to recover such sum by appropriating in part or in whole from the security deposit of the party. In the event of the security being insufficient or if no security has been taken from the party, the balance or the total sum recoverable, as may be, shall be deducted from any sum due to the party or which at any time thereafter may become due to the party under this or any other contract with the ICSI. If this sum is not sufficient to cover the full amount recoverable, the party shall pay the ICSI on demand the remaining balance due along with penalty.
- c) **Dispute Resolution:** Any dispute, difference, controversy or claim ("Dispute") arising between the successful bidder and ICSI hereinafter jointly to be called "parties" and singularly as "party" out of or in relation to or in connection with the agreement/contract, or the breach, termination, effect, validity, interpretation or application of this agreement/contract or as to their rights, duties or liabilities hereunder, shall be addressed for mutual resolution by the authorized official of the parties.
- d) **Arbitration:** If, for any reason, such dispute cannot be resolved amicably by the Parties, the same shall be referred to the Arbitration process. In the event of any dispute arising between ICSI and the vendor in any matter covered/ touched by this contract or arising directly or indirectly there from or connected or concerned with the said contract, the matter shall be referred to sole arbitrator appointed by mutual consent of the parties. The decision /

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award of the Arbitrator shall be final and binding on the parties. Cost of Arbitration will be shared equally by the parties.

- i) The place of arbitration shall be at ICSI, 22, Institutional Area, Lodi Road, New Delhi.
 - ii) The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time.
 - iii) The proceedings of arbitration shall be in English language.
 - iv) The parties are not entitled to approach any court of law without resorting to arbitration approach.
 - v) The decision / award of the arbitrator shall be final and binding on parties to the arbitration proceedings.
- e) **Jurisdiction:** In respect of any dispute arising between ICSI and the vendor in any matter covered / touched this tender / contract or arising directly or indirectly there from or connected or concerned with the said contract, the courts at Delhi shall only have jurisdiction.
- f) **Right to Blacklist:** ICSI reserves the right to blacklist a party / bidder for a suitable period in case such party / bidder
- fail to honor his bid without sufficient grounds or found guilty of breach of condition /s of the contract or guilty of fraud and mischief and misappropriation or any other type of misconduct on the part of party(s) / bidder(s).
 - Giving false, misleading or fake information/ document in the bid.
 - Withdrawing the bid after opening the financial bids.
 - Refusal to accept Purchase/ Work Order at the quoted prices.
 - Failure to supply goods of the ordered quantity/ quality/ specifications at the agreed rates within the time schedule.
 - Adoption of any unethical or illegal practices.
 - Any other reason justified.
- g) **Confidentiality:** The successful bidder acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to ICSI will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The successful bidder agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to ICSI in divulging the information by the employees of the successful bidder, the ICSI shall be indemnified. The successful bidder agrees to maintain the confidentiality of the ICSI's information after the termination of the contract also. The successful bidder will treat as confidential all data and information about the ICSI /Contract, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party.
- h) **Sub-Contracting:** The successful bidder will not assign or transfer or sub-contract its interest / obligations under this contract to any other concern / individual without the prior written consent of the ICSI.
- i) **Statutory Compliance:** The successful bidder will be required to comply with all statutory obligations from time to time applicable to this contract.
- j) **TERMINATION**
Either party may terminate this Agreement by giving a three (3) months' notice in writing to the other party for termination of agreement.

The ICSI without prejudice to any other remedy, reserves the right to terminate the agreement in whole or in part by giving One (01) months' notice in writing in case Service Provider fails to discharge its obligation under this agreement without sufficient grounds or found guilty for breach of condition(s) of the agreement, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by Service Provider or by its staff or agent or in case there are more than 3 penalties on the Service Provider in any month.

Any pending or unresolved operational issues, performance, unpaid fees and any other remedies shall continue by the Service Provider during the period of termination notice and the same must be satisfied before this agreement is terminated. The ICSI may also put in place some other agency for carrying out the remaining work and expenditure incurred on same shall be recovered from the Service Provider.

The Service Provider shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have been derived from the performance of this agreement in full, but which he did not derive in consequences of the full performance of this agreement not having been carried out, nor shall he have any claim for compensation / damage for the loss suffered by him by reason of termination of agreement by the ICSI. No claim for interest will be entertained by ICSI with respect to any money or balance, which may be in its hands owing to a dispute between itself and the Service Provider.

k) **Force Majeure**

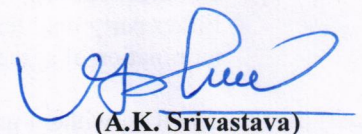
- i) For this Article, force "Majeure" means any cause, which is beyond the successful bidder control or that of the Institute which both could not foresee or with a reasonable amount of diligence could not have foreseen, and which substantially affect the performance of the order, such as: -
- War / hostilities
 - Riot or civil commotion
 - Earthquake, Flood, Fire, Tempest, Epidemics, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes
 - Restrictions imposed by the Government or other statutory bodies, which is beyond the successful bidder control or of the Institute, which prevent or delay the execution of the order either by the successful bidder or by the Institute.
- ii) If a Force Majeure situation arises, the successful bidder is required to promptly notify ICSI in writing of such condition and the cause thereof within a period of three (3) days from the date of happening of such an event requiring invocation of this force majeure article. Unless otherwise directed by the ICSI in writing, the successful bidder will continue to fulfil its obligations under this order as far as is reasonably practical and shall seek all reasonable alternative means for performances of this order.

- i) **Indemnity Clause:** The vendor will indemnify ICSI against all statutory liabilities present and future arising out of this contract. In the event of violation of any contractual or statutory obligations, the successful bidder will be fully and solely responsible for the same. Further, in the event of any action, claim, damages, suit initiated against ICSI by any individual, law enforcement agency or government authority due to acts and omissions, the successful bidder will be liable to make good/compensate such claims or damages to the ICSI. As a result of the successful bidder action, inaction or any omissions, if ICSI is required to pay any damages to any individual, law enforcement agency or government authority, the successful bidder would be required to reimburse to ICSI such amount along with other expenses incurred by ICSI or ICSI reserves the right to recover but not limited to such amount from the payment(s) due to the successful bidder while settling its bills or from the amount of security deposit lying with ICSI. However, ICSI reserves its right to take legal recourse as permitted under law of the land. In case of any damage caused to the institution due to negligence, carelessness or inefficiency of staff of the vendor, the vendor shall be responsible for making good the loss. The ICSI shall have right to adjust the damage / loss suffered by it from the security deposit or / and to charge penalty as decided by the Institute. Decision of the ICSI in this respect shall be final & binding on the vendor.

The services indicated in Part "C" (Financial Bid) are tentative and may be increased / decreased at the sole discretion of the Institute and the vendor shall have no right to claim any minimum/definite/guaranteed volume of business.

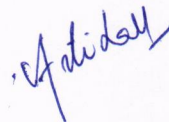
For any details / clarifications, **Shri Sanjeev Kumar Dogra, Joint Director; (011-45341004), Email – Sanjeev.dogra@icsi.edu** may be contacted.

Date: **July 21, 2026**



(A.K. Srivastava)
Joint Secretary (Purchase)

A. K. SRIVASTAVA
Joint Secretary
(Purchase & Store and Printing)
The Institute of Company Secretaries of India
C-36, Sector-62, Noida (U.P.) - 201309



THE INSTITUTE OF COMPANY SECRETARIES OF INDIA
ICSI HOUSE, 22, INSTITUTIONAL AREA, LODI ROAD, NEW DELHI – 110003
ICSI HOUSE, C-36/37, SECTOR-62, NOIDA-201309 (UP)

Tender No. ICSI/Admin/CAMC_AC&WC/2026/135

21st July 2026

Sub: Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309.

PART 'B' (TECHNICAL BID)
From I: PARTICULARS OF BIDDER

(ALL COLUMNS ARE TO BE FILLED IN BLOCK LETTERS)

1. Name of the Bidder
 - (a) Trade Name _____
 - (b) Status of the Bidder _____
(Pvt. Ltd./Limited Co.)
 - (c) Name of CEO/Directors _____
(Enclose self-attested copy of document)
2. Postal Address _____
3. Telephone No. / Mobile No. for communication _____
4. (a) E-mail-id (mandatory) _____
(b) Website address (if available) _____
5. Bank Draft No, date, Bank name and amount (if applicable)/MSME or NSIC Regn. No. _____
(a) Tender Fees _____
(b) EMD _____
(c) MSME/NSIC Regn. No. (if applicable) & its valid period _____
(Enclose self-attested certificate photocopy)
6. Name of the Banker, Branch Name, A/c No. and IFS Code (for e-payment purpose) _____
7. PAN (Enclose self-attested photocopy) _____
8. GSTIN Code (Enclose self-attested photocopy) _____
9. Trade License/Business License/CIN (if applicable) _____
(Enclose self-attested photocopy)
10. Any other relevant information _____

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this tender/quotation/NIT as stipulated in the tender notice No. _____. Accordingly, I/ we accept the terms and conditions and hereby offer the rates for “_____ (name of the work or supply)” as per Financial Bid (Part 'C').

Signature _____
 (Authorized signatory of the bidder)

Name of the bidder _____

Official seal of bidder _____

Date _____

NOTE: Please submit all supporting documents (self-attested photocopy) wherever applicable in support of the information furnished above with seal and signature of the bidder's authorized representative.

THE INSTITUTE OF COMPANY SECRETARIES OF INDIA
ICSI HOUSE, 22, INSTITUTIONAL AREA, LODI ROAD, NEW DELHI – 110003
ICSI HOUSE, C-36/37, SECTOR-62, NOIDA-201309 (UP)

Tender No. ICSI/Admin/CAMC_AC&WC/2026/135

21st July 2026

Sub: Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309.

Form II: Eligibility Criteria Details

S. No	Particulars	Response Yes/No	Supporting Document Reference with Page No.
1	The bidder must be incorporated and registered in India under the Indian Companies Act 1956 or 2013 or under any other relevant legal provision in any other Country and should have been operating in India and must have their operating office in India. Please enclose self-attested copy of Certificate of Incorporation, copy of Memorandum of Association (MOA) and Article of Association (AOA) or any other relevant document of incorporation and proof of having office in India.		
2	The bidder shall submit an OEM Certificate or a valid Letter of Accreditation/Authorization from the Original Equipment Manufacturer (OEM), preferably Toshiba, Voltas, or Daikin)		
3	Bidder should have office establishment in Delhi (NCR) Provide supporting documents.		
4	Average Annual Turnover immediately preceding three consecutive financial years ended as on 31.03.2025 must not be less than Rs. 1 (One) crore. (Please attach copy of Audited P&L accounts and balance sheet of three preceding consecutive financial years ending as on 31st March, 2025 of the bidding firm in support of the bidder's submission).		
5	The bidder should be a profit-making company for the immediately preceding Three (3) financial years and its net worth should be positive during this period.		
6	Bidder should have at least Three (3) years of experience in similar kind of projects (AMC of ACs & Water Coolers). Submit the documents as proof (at least one PO/WO which is within 3 years before bid submission date).		
7	Submission of Tender Fee.		
8	Submission of EMD or valid NSIC / MSME certificate/document		
9	PAN (Please attach self-attested photocopy of the documentary proof to be submitted)		
10	GSTIN Code (Enclose self-attested photocopy)		
11	Escalation Matrix up to Three (3) levels should be provided. Please enclose the declaration from Authorized Signatory on the Bidder's Business Letter Head.		




12	The bidder should have at least Three (3) clients AMC contract, out of which minimum One (1) should be Central Government/State Government/ Public Sector organizations /Autonomous Bodies/ Statutory Bodies, Business house. (Please attach work order/agreement copy).		
13	Bidder should not have been blacklisted by any Firm/Organization/School/ Board/ University / Institution, or any Government organization and no litigation is pending in the court of law against the bidder. Bidder also should not be under any legal action or not declared ineligible to participate for unsatisfactory past performance by the Government of India for indulging in corrupt, fraudulent, coercive, undesirable, or restrictive practices or any other unlawful or unethical business practices with any Central/ State Government Ministry/Department/ PSU/ Statutory Body / Government Company in last 5 years. The Bidder also must not have been declared bankrupt/insolvent or should not have filed for bankruptcy/insolvency in the past Three (3) years or in the process of being declared bankrupt / insolvent before any designated authority. Please enclose the declaration from Authorized Signatory on the Bidder's Business Letter Head.		
14	The Bidder who was awarded any contract in the past by the Institute but terminated during the contract period due to unsatisfactory performance will not be eligible /considered to participate in this tender. Also, a bidder who was awarded any contract earlier but refused to continue the contract/refused to sign the agreement as given by the Institute will not be eligible to participate in this tender. Please enclose the declaration from Authorized Signatory on the Bidder's Business Letter Head.		
15	Bidders should have not been declared ineligible by the Government of India to participate for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices. (Declaration from Authorized Signatory on the Bidder's Business Letter Head).		

NOTE:

- i. Tender document each page must be signed and stamped by bidder.
- ii. Conditional bids will be summarily rejected.

Date:

Name and Signature of Bidder
with Corporate Seal

Yati dal

Yati dal

Form III: Tender acceptance letter to be printed on business letterhead of the bidder and to be submitted with the Technical Bid

To
The Secretary
Institute of Company Secretaries of India (ICSI)

Sub: Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309.

Sir,

This is with reference to the **Tender No. ICSI/Admin/CAMC_AC&WC/2026/135** due on _____. We are interested in participating in the **Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309** dated _____, 2026. We declare that:

- i) We have read and understood the terms and conditions given in the tender/ quotation Document.
- ii) We are eligible for the contract award as per the qualification criteria mentioned in the tender/ quotation Document.
- iii) We accept and agree to all the terms and conditions of the tender/ quotation.
- iv) We shall comply with all the terms and conditions of the tender/ quotation.
- v) All the information / documents provided in this bid are true to the best of our knowledge and belief. If at any stage, the information / documents are found to be false, misleading or incorrect then this Bid / Purchase Order shall be cancelled at our cost and risk, and we shall indemnify the Institute (ICSI) for the loss caused due to the cancellation and we shall be liable for penal / legal action including blacklisting by ICSI.
- vi) We understand that ICSI reserves the right to cancel the tender / quotation at any stage or cancel / reject any one or more bid without incurring any liability.
- vii) The duly signed copies of all the tender pages are attached herewith.

(Signature of the Bidder)

Printed Name

Designation

Official seal/ stamp

Date:

Ref: 10/2026



THE INSTITUTE OF COMPANY SECRETARIES OF INDIA
ICSI HOUSE, 22, INSTITUTIONAL AREA, LODI ROAD, NEW DELHI – 110003
ICSI HOUSE, C-36/37, SECTOR-62, NOIDA-201309 (UP)

Tender No. ICSI/Admin/CAMC_AC&WC/2026/135

21st July 2026

Sub: Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed at ICSI House at 22, Institutional Area Lodi Road New Delhi 110003 and ICSI Houses at C-36 & C-37, Sector 62, Noida 201309.

PART 'C' (FINANCIAL BID)

Air Conditioners Systems & Water Cooler installed at ICSI House, 22, Institutional Area, Lodi Road, New Delhi:

S. No.	Details of Equipment Chiller Plant at ICSI HQ	Qty	Cost (without GST) of AMC for 1 st Year	Cost (without GST) of AMC for 2 nd Year	Cost (without GST) of AMC for 3 rd Year
1	WCSS036DMN 33 TON Water Chilled	2 Nos.			
2	Chiller Pump	3 Nos.			
3	Condenser Pump	3 Nos.			
4	Cooling Tower 110TR (Under Warranty)	1 No.			
5	Air Handling Unit	4 Nos.			
6	Fan Coil Unit	2 Nos.			
7	Cassette Unit	17 Nos.			
8	LT Panel for Operation of Plant Switches/ MCCB and other Electrical Items	1 Lot			
S.No.	Description of separate Split Air Conditioners & water coolers at ICSI HQ	Qty. (Unit)			
1	2.0 ton- Split (2 Nos. Voltas/ 1 No. Daikin)	3 Nos.			
2	1.5 ton- Split (Voltas)	1 Nos.			
3	0.8 ton-Split (Daikin)	1 Nos.			
4	2.0 ton- Cassette type (Voltas)	10 Nos.			
5	40/20 Litres Water Coolers (Usha)	3 Nos.			

***Please quote the exclusive of GST**

GST @ _____

SAC Code: _____

Yashika

Air Conditioners Systems & Water Cooler installed at ICSI House, C-36/37, Institutional Area, Sector 62, Noida:

Brand Toshiba

S.NO	Particulars	Capacity	Qty	Cost (without GST) of AMC for 1 st Year	Cost (without GST) of AMC for 2 nd Year	Cost (without GST) of AMC for 3 rd Year
1	Outdoor Units For TFA	86 HP	1 Nos.			
2	Outdoor Units	30 HP	1 Nos.			
3	Outdoor Units	36 HP	1 Nos.			
4	Outdoor Units	38 HP	3 Nos.			
5	Outdoor Units	44 HP	3 Nos.			
6	Indoor Units (Ductable Type)	8.02 TR	19 Nos.			
7	Indoor Units (Ductable Type)	6.45 TR	3 Nos.			
8	Hi wall Type Units	1.65 TR VRF	14 Nos.			
9	Hi wall Type Units	1.33 TR VRF	27 Nos.			
10	Hi wall Type Units	0.8 TR VFR	1 Nos.			
11	Hi wall Type Units	4 HP	13 Nos.			
12	Hi wall Type Units	3.2 HP	4 Nos.			
13	Hi wall Type Units	2.52 HP	7 Nos.			
14	Air cooled Hi-wall with Outdoor Unit	1.5 TR	2 Nos.			
15	SITC Toshiba make Inverter type Hi wall Colling Units	1.88 TR	3 Nos.			
16	TFA Ductable Unit	5 HP	1 Nos.			
17	TFA Ductable Unit	10 HP	8 Nos.			
18	Drain pump for split Units		5 Nos.			

*Please quote the exclusive of GST

GST @ _____

SAC Code: _____

B. ICSI, C 37, Sec - 62, Noida

S. NO	Description	TR	QTY	Cost (without GST) of AMC for 1 st Year	Cost (without GST) of AMC for 2 nd Year	Cost (without GST) of AMC for 3 rd Year
1	Toshiba 1 TR (Split Type)	1	7 Nos.			
2	Toshiba 1.5 TR (Split Type)	1.5	6 Nos.			
3	Toshiba 2 TR (Split Type)	2	1 Nos.			
4	Toshiba 3.4 TR (Cassette Type)	3.4	15 Nos.			
5	Hitachi 1.5 TR (Hi Wall Type)	1.5	4 Nos.			
6	Voltas 1 TR (Split Type)	1	1 Nos.			
7	Voltas 1.5 TR (Split Type)	1.5	1 Nos.			
8	Voltas 2 TR (Split Type)	2	6 Nos.			
9	Drain pump for split Units					
10	Voltas split AC (2 Ton) – 2 TR	2	1 Nos.			
11	Voltas Split AC (1.5 Ton) -	1.5	1 Nos.			
12	Water cooler (Voltas)	80 Ltr	1 Nos.			

*Please quote the exclusive of GST

GST @ _____

SAC Code: _____

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[Handwritten signature]

SERVICE LEVEL AGREEMENT

This Agreement dated _____ is made by and between The **Institute of Company Secretaries of India, a Statutory body constituted under the Company Secretaries Act, 1980** having its head office at ICSI House, 22, Institutional Area, New Delhi – 130 003 through _____ (here in after referred to as "**ICSI**" which term shall include in its successors and permitted assigns of the **ONE PART**

AND

_____ The company incorporated under the Companies Act 1956/2013, with its registered office located at _____ and with its corporate office located at _____ through Shri _____, duly authorized by the Board resolution dated _____ (here in after appropriately referred to as "**Service Provider**" which term shall include its successors and permitted assigns), of the **OTHER Part**

And

WHEREAS:

ICSI desired to have **Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners systems and Water Coolers installed, at its Office/s** and wished to engage an Agency/ Company to provide CAMC Services (hereinafter referred to as the "**Services**") for ICSI. For the purpose, the ICSI floated Tender, on its web site on _____.

Among Several bidders, the Service Provider having expertise in Services/ incidental services and well acquainted with the profile and functioning of the ICSI, represented its adequate experience in providing services through its well skilled, qualified and experienced staff/employees and representatives and expressed its willingness to undertake and provide the said services for the ICSI.

Based on the representations and warranties of the Service Provider as contained in this Agreement, the ICSI agreed to engage the Service Provider for Services on the terms and conditions set forth in this Agreement.

Letter of Intent (LOI) dated _____ issued and the same have been accepted unequivocally by the Service Provider.

NOW THEREFORE, in consideration of the mutual promises set forth below, and terms and conditions mentioned in Tender document along with the Attachments hereto, which form an integral part of this Agreement, the Parties hereby agree to the following:

Annual Maintenance Contract Service- shall mean and include repair, replacement and upkeep of the Air Conditioners Systems installed at Institute's premises/office/location, without any extra cost and expenses to Institute. (herein after referred as to "AMC"). The scope of AMC for Air Conditioner shall consist of two parts which are General Scope and Contract Specific Scope.

Scope: The contract shall be on comprehensive basis, inclusive of repairs and replacement of the spare parts without any extra cost and expenses to the Institute. The Service Provider (SP) shall carry out quarterly routine services, preventive maintenance and breakdown maintenance for the Air Conditioners (ACs) & Water Coolers covered under this AMC. The scope of Annual Comprehensive Maintenance Service covers upkeep & smooth working of the Air Conditioners and Water Coolers within the premises of Institute's department as per provision laid down in SLA and other provisions contained in the contract.

Service Provider Obligations:

- ✓ Service provider may depute/engage a suitable team to visit the site before bidding if required to fully understand the job and ascertain the difficulties that may be encountered during execution of the work.
- ✓ The sites visits shall be entirely at service provider's own cost and expense. Service Provider shall depute OEM Authorized Service Engineer/ technically competent service engineer / engineers along with skilled helpers at Institute's premises to ensure proper upkeep of the Air Conditioners & Water Coolers and quick resolution of the

- fault during the AMC period.
- ✓ The Service Provider shall undertake to arrange genuine spares parts of the Air Conditioners & Water Coolers as and when required. The Service Provider must ensure availability of the spare parts in their stock. In case some of the major spares are not available with Service Provider, the same shall be arranged within seven days.
 - ✓ Service Provider shall maintain the confidentiality of any information related to the Air Conditioners & Water Coolers under AMC. Service Provider shall be required to take appropriate measures to maintain confidentiality obligations by its personnel engaged.
 - ✓ The AMC service shall commence maximum within 15 days (Two weeks) of award of contract.
 - ✓ On award of the service order, the Service Provider will prepare a report regarding taking over of the Air Conditioner(s) & Water Coolers before commencement of AMC Service. It shall be the responsibility of the Service Provider to make the Air Conditioner & Water Coolers work satisfactorily throughout the contract period, also to hand over the Air Conditioners & Water Coolers to the Directorate of Administration of the Institute in working condition on expiry of the contract. Any damage to the Air Conditioner & Water Coolers units in the contract period due to improper Maintenance practice to be rectified/ replaced by the Service Provider without any extra cost and expenses.
 - ✓ Service Provider (SP) shall maintain register indicating details of equipment being maintained and details of rooms/place where they are installed.
 - ✓ The Service Provider (SP) shall carry out routine quarterly services,
 - ✓ Preventive maintenance and breakdown maintenance for the Air Conditioners (ACs) & Water Coolers covered under this AMC
 - ✓ During AMC the SP shall also carry out one number of preventive maintenance (overhauling) services per year.
 - ✓ No work will be undertaken on closed holidays and beyond office hours on any day except by prior approval/ direction of the Institute.
 - ✓ Service Provider shall have facility to enable user department to register complaints either through telephone or by E-mail at user premises. Proper record of the complaints shall be maintained by the Service Provider/ Support Engineer/ call center for each consignee location/ User Premises.
 - ✓ Service Provider shall ensure availability of suitable instruments/tools for their service Engineer to examine and repair the Air Conditioners.
 - ✓ **The preventive maintenance (overhauling) shall cover the details given below: -**
 - Acid cleaning of condensers and cooling coil fins repair of fins.
 - Water cleaning of entire body.
 - Tightening of all screws, fasteners. Checking all the electrical parts and wiring and repairing such parts. Oiling of all the moving parts.
 - Checking the play (gap) of condenser motor and if required, refurbishing/replacing defective worn out parts.
 - Checking cooling effect and if it is found that gas is less the same has to be topped up. Cleaning/ replacement of filters.
 - Servicing of remote control and microprocessor controls.
 - Repair of damaged insulation of refrigeration piping of split units, on account of routine service/ repair.
 - Any other requirement as per the specific scope of service provided by the Institute.
- (Note: Above said jobs are to be carried out at least once a year, preferably in the month of July)**

Response Time:

- ❖ In case no part is replaced, then such complaint must be attended within 24 hours of lodging of such complaint. However, in case of requirement of change of spare part, then complaint should be resolved within 3 days of lodging. In case the Air Conditioner or Water Coolers is not get repaired, or an alternative system not supplied within the period of 3 days from the time of failure reported, then the Institute reserves its right to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recovered from the Service Provider.

Payment Terms:

- ❖ The payment will be made to AMC Service provider on quarterly basis (if the services are satisfactory) on submission of bill by the vendor on completion of each quarter after deducting penalty amount, if any.
- ❖ Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC; no difference shall be made or claimed because of the above.

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Penalties and Termination:

In case of noncompliance of Service obligations, penalty per default will be imposed as per SLA. Non delivery of service in time, not starting work in time, violation of existing laws and statutory requirements, committing fraud, etc. will be considered as a major default and the contract will be liable to be terminated immediately without giving any further notice.

- ❖ Penalty to be imposed if the resolution / maintenance involving part replacement is delayed above 3 days.
- ❖ If the Service Provider cannot complete or turn up for the calls, then Institute can avail the services from any other local service provider / local technician and the amount incurred in such repair or replacement can be deducted from the bill of Service Provider / from his due amount.
- ❖ The cumulative penalty cannot exceed 10% of the contract value for that period. The AMC may be terminated by the Institute once this limit is breached without any prejudice to other contractual remedy, if any.

Penalties:

S.No.	Service Level Agreement	Base Line Performance	First default	Second default	Third default and subsequent defaults
1	Delay in starting the AMC services	AMC services to start within maximum 2 weeks from award of the contract	Termination of contract		
2	Log Sheet Maintenance	Log sheet to be maintained per visit / per maintenance arising on call	Warning to be given	Rs. 250/-	Rs. 500/-
3	Delay in carrying out preventive / routine maintenance as per schedule	To be carried out as per intervals applicable	0.5% of billed amount for every day delay		
4	Delay in carrying out repairs where no spare part change is involved	24 hours of reporting	1% of billing amount for the quarter for every one-day delay	2% of billing amount for the quarter for every one-day delay	3% of billing amount for the quarter for every one-day delay
5	Delay in carrying out repair in where change of spare part is involved	Should be resolved within 7 days of lodging of complaint	2% of billing amount for the quarter for every one-day delay	3% of billing amount for the quarter for every one-day delay	5% of billing amount for the quarter for every one-day delay
6	Non provision of proper identity card to resources employed by service provider or non-display of identity card	Should be provided	Rs. 100	Rs. 250	Rs. 500 for 3 rd and subsequent default
7	If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to any violent behaviour etc. with or employees of Institute or other employees of service provider	No such occasion should happen	Resource to be terminated in addition to any other action as deemed fit by the Institute	Resource to be terminated in addition to any other action as deemed fit by the Institute	Resource to be terminated in addition to any other action as deemed fit by the Institute

Annexure -F**Technical and Infrastructure Evaluation Matrix:**

	Proficiency Criteria	Maximum Marks	Marks Distribution Criteria	Bidders' response with details and proof wherever necessary
1	No. of years in existence as on the issue date of the tender	10	• 10 or More than 10 years = 10 marks • 7 or More than 7 years = 8 marks • 5 or More than 5 years = 6 marks • 3 or More than 3 years = 4 marks	
2	Number of ongoing AMC Contracts	10	• 9 or More than 9 = 10 marks • 7 or More than 7 = 8 marks • 3 or More than 3 = 7 marks	
3	Number of AMC Service contracts executed in past 3 years	10	• 10 or More than 10 = 10 marks • 7 or More than 7 = 7 marks • 3 or More than 3 = 7 marks	
4	Number of AC Engineers on payroll of the company.	10	• 10 or More than 10 = 10 marks • 8 or More than 8 = 7 marks • 5 or More than 5 = 5 marks • 3 or More than 3 = 3 marks	
5	Quality of Service (Customer Feedback at least 2 Client of the vendor). Please provide details of relevant customers for the last two years with their contact details and performance certificate issued from the customer if any	10	Will be given by the ICSI Technical Evaluation team.	
6	Turnover of the Company for the immediate previous financial year (Rs)	10	• More than 8 crores = 10 marks • More than 6 crores = 8 marks • More than 4 Crores = 6 marks • 1 crore or upto 4 crores = 4 marks	
7	Paid up Capital of the Company (Rs):	5	• More than 2 crores = 5 marks • More than 1 Crore = 4 marks • More than 50 Lacs = 3 marks • 25 Lacs or less = 1 mark	
8	Presentation on understanding of scope of work Proactive approach for smooth functioning. Quality assurance of the deliverables	25	Will be given by the ICSI Technical Evaluation team after the Presentation (either online or telephonic)	
9	Number of Employees on payroll of the company.	10	• 25 or More than 25 = 10 marks • 15 or More than 15 = 8 marks • 6 or More than 6 = 5 marks • 4 or More than 4 = 3 marks	

Minimum Qualifying Score: The minimum qualifying score in the technical evaluation is 40 (out of 100). Bidders scoring less than 40 will not be considered for further evaluation.

Date:

**Name and Signature of Bidder
with Corporate Seal**



Upstidall

**Format- Performance Bank Guarantee from a Nationalized Bank
FOR PERFORMANCE GUARANTEE**

Ref. No.

Bank Guarantee No

Dated

To,

The Secretary

Institute of Company Secretaries of India

ICSI House, 22, Institutional Area,

Lodi Road, New Delhi-110003

1. Against contractvide Advance Acceptance of the Tender/RFP covering "Tender/RFP for " (hereinafter called the said 'contract') entered into between the Institute of Company Secretaries of India, (hereinafter called the Purchaser) and _____ (hereinafter called the Contractor) this is to certify that at the request of the Contractor we _____ Bank Ltd., are holding in trust in favour of the Purchaser, the amount of Rs _____/- (Rs.----- only) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Contractor and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.
2. We _____ Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Contractor i.e. till _____ hereinafter called the said date and that if any claim accrues or arises against us _____ Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us _____ Bank Ltd, notwithstanding the fact that the same is enforced **within three months after the said date**, provided that notice of any such claim has been given to us _____ Bank Ltd, by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.
3. It is fully understood that this guarantee is effective from the date of the said contract and that we _____ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.
4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Contractor in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.
5. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Contractor shall have no claim against us for making such payment.
6. We _____ Bank Ltd, further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Contractor and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Contractor or for any forbearance by the Purchaser to the said Contractor or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.
7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor.

WITNESS NO. 1 & 2

(Signature)

Full name and official

Address (in legible letters)

Authorised Bank Representative

(Signature)

Full name, designation and

address (in legible letters) with Bank stamp

Attorney as per power of

Attorney No.....

Dated.....