



Odisha State Co-operative Handicrafts Corporation Ltd.

D-2/3 & 4, Industrial Estate, Rasulgarh, Bhubaneswar-751010, Ph-0674-2975390

Letter No. - 1910

Date- 20.06.2026

TENDER CALL NOTICE

Sealed bids are invited through two bid system from reputed and authorized and experienced agencies/service providers having valid **GSTIN** and **PAN** for undertaking **Comprehensive Annual Maintenance Contract (AMC)** of AC Systems installed at Head Office, Marketing & Sourcing Hub and Dormitory at Mancheswar of Utkalika. The bidder should have experience in comprehensive AMC of Air Conditioning system in Govt. Offices/PSU/Govt. undertaking/ Banks/ reputed organizations.

Interested bidders may download the detailed tender document containing eligibility criteria, scope of work, terms & conditions, Technical Bid and Financial Bid formats from the official website: **www.utkalikaodisha.in**.

- **Last Date of Submission : 14.07.2026 upto 5:00 PM**
- **Date of Opening : 15.07.2026 at 3:30 PM**

The authority reserves the right to accept or reject any or all bids without assigning any reason thereof.

Sd/-
Managing Director



Utkalika

Odisha State Co-operative Handicrafts Corporation Ltd.

D-2/3 & 4, Industrial Estate, Rasulgarh, Bhubaneswar-751010, Ph-0674-2975390

Letter No. - 1926

Date- 20.06.2026

File No- MKT/07/99/2023-24

TENDER DOCUMENT

Sealed bids are invited through two bid system from reputed and authorized and experienced agencies/service providers having valid **GSTIN** and **PAN** for undertaking **Comprehensive Annual Maintenance Contract (AMC) of existing Air Conditioning Systems** installed at the Head Office, Marketing & Sourcing Hub and Dormitory, Mancheswar of Utkalika.

The AMC shall be **comprehensive in nature**, including all spare parts (such as compressor, PCB, fan motor, sensors, valves, etc.), consumables, refrigerant gas, labour, and servicing required for ensuring proper and uninterrupted functioning of the systems.

1. Background & Justification

The Air Conditioning systems currently installed at Head Office and Marketing Sourcing Hub primary consist of **LG make (VRF & Split AC systems)**. In addition certain Split AC units of other makes are also installed at the Dormitory of Utkalika. The bidders are advised to inspect the equipment and verify the quantity, condition and configuration of the system before quoting their rates.

The installed VRF and Split AC systems are critical office infrastructure and required periodic maintenance to ensure uninterrupted operation, optimum performance and preventive breakdowns that may adversely affect office functioning.

Accordingly, agencies having authorization/experience in servicing LG make VRF and Split systems along with experience in maintenance of AC systems of other makes shall be eligible to participate to ensure proper maintenance, compatibility, and uninterrupted functioning of all AC systems.

2. Details of Existing AC Units

SL. No.	Location	Type of AC	Make	Capacity	Quantity
1	Head Office and M&S Hub, Rasulgarh	VRF System	LG	20 HP	3 Nos
2		VRF System		16 HP	4 Nos
3		Indoor Units (IDU)		As applicable	31 Nos
4		Split AC		1.5 Ton	6 Nos
5	Dormitory, Mancheswar	Split AC	Voltas	1.5 Ton	3 Nos



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3. Scope of Work

- Comprehensive AMC including preventive and breakdown maintenance
- Periodic servicing (minimum quarterly)
- Preventive servicing shall be carried out at least once every quarter.
- Replacement of defective parts with OEM/genuine parts (Including compressor, PCB, fan Motors, etc.)
- Gas charging, cleaning, inspection and testing
- Ensuring efficient and uninterrupted functioning of all AC units
- Emergency serving shall be carried out at least once every quarter.

4. Eligibility Criteria

- The bidder must be an authorized service provider / experienced agency in handling LG make VRF & Split AC systems and experience in maintenance of AC system of other makes.
- Valid documentary proof of authorization shall be submitted
- Valid GST Registration Certificate/PAN No
- ITR/ Audited Financial Statement for last 3 Years
- Average annual turnover during the last three financial years shall not be less than the quoted price.
- Experience in similar AMC works of VRF & Split AC system
- The bidder should not have been blacklisted/ debarred by any Government Department/PSU/ Autonomous Body.

5. Documents Required

The bidders shall submit the following documents along with their bids:

- Copy of GST Registration Certificate and GST return filing copy (GSTR-1) of last FY
- Copy of PAN Card
- Copy of Income Tax Return (ITR) of last 3 year
- Copy of Authorization Certificate / Experience Certificate for servicing LG AC systems
- Copy of Work Orders/ Completion Certificate for similar AMC works.
- Undertaking for use of OEM/genuine spare parts
- EMD proof (Demand Draft)
- Contact details (address, phone number, email)



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Note:

- All documents must be self-attested
- Incomplete submissions are liable to be rejected

6. Earnest Money Deposit (EMD)

Bidders shall submit an EMD of **₹10,000/- (Rupees Ten Thousand)** only in the shape of Demand Draft in favour of Managing Director, OSCHC Ltd., payable at Bhubaneswar.

EMD of unsuccessful bidders will be refunded without interest and that of the successful bidder will be adjusted towards Security Deposit.

7. Security Deposit

The successful bidder shall deposit **5% of the total contract value** as Security Deposit within **seven (7) days** of issue of work order. The same will be refunded after successful completion of the contract without interest.

Security Deposit may be forfeited in case of breach of contract condition.

8. Contract Period

The AMC shall be valid for a period of **one (1) year**, extendable based on satisfactory performance and mutual consent on same rates and terms.

9. Payment Terms

Payment shall be made on a **quarterly basis** after satisfactory completion of services, subject to certification by the competent authority.

10. Service Response Time

Breakdown complaints must be attended within **24 hours** of reporting. Critical complaints affecting complete system shutdown shall be attended on priority basis.

11. Penalty Clause

In case of delay in attending complaints beyond 24 hours from the time of reporting, a penalty of **₹500/- per day per complaint** shall be imposed.

If the delay exceeds 48 hours, the penalty shall be **₹1,000/- per day per complaint**.



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In case of delay beyond 3 days, the Corporation reserves the right to get the work done from other sources at the **risk and cost of the agency**, in addition to the penalty.

12. Termination Clause

The Corporation may terminate the contract at any time by giving **fifteen (15) days'** notice. In case of unsatisfactory performance, the contract may be terminated immediately.

Corporation reserves the right to terminate immediately in case of fraud, submission of false documents, use of non-genuine spare parts or repeated service failure.

13. Inspection of Site

Interested bidders may inspect the installed AC systems during office hours prior to submission of bids. The bidder shall satisfy themselves regarding the nature, scope and extent of services required under the AMC. No claim arising out of lack of knowledge of site condition or equipment details shall be entertained after submission of the bid.

14. Validity of Bid

The bid shall remain valid for **90 days** from the date of opening.

15. Operational Conditions

- Only OEM/genuine spare parts shall be used
- The agency shall deploy qualified technicians
- Service logbook/register shall be maintained
- Services shall be provided during office hours (9:00 AM – 6:00 PM)

16. Submission Details

Last Date of Submission : **14.07.2026 upto 5:00 PM**

Opening of Bid : **15.07.2026 at 3:30 PM**

The bid must be submitted in a sealed cover superscribed as:

“Bid for AMC of Existing AC Systems”

To be submitted to:

The Managing Director,

Odisha State Co-operative Handicrafts Corporation Ltd.

D-2/3 & 4, Industrial Estate, Rasulgarh, Bhubaneswar – 751010



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Technical bids shall be opened first. Financial bids of only technically qualified bidders shall be opened.

17. General Terms & Conditions

- Rates shall be quoted both in **unit rate and total amount**. In case of any discrepancy, the **unit rate shall prevail** and total shall be corrected accordingly. In case of difference between figures and words, **the amount in words shall prevail**.
- Rates quoted should be inclusive of all charges except GST
- No overwriting/correction in rates shall be permitted. Any correction must be duly signed by the bidder
- No escalation of rates during the contract period
- Incomplete or late submission will be rejected
- The Corporation reserves the right to accept or reject any or all bids and may cancel the process at any stage without assigning any reason thereof

18. Dispute Resolution and Jurisdiction

Any dispute or difference arising out of or in connection with this contract shall, as far as possible, be resolved amicably through mutual discussion between parties. In the event of failure to resolve the dispute amicably, the matter shall be referred to the Managing Director, Odisha State Co-operative Handicrafts Corporation Ltd. (Utkalika), whose decision shall be considered for administrative resolution of the matter. Subject thereto, any legal proceeding arising out of this contract shall be subject to the jurisdiction of the competent court at Bhubaneswar.

Sd/-
Managing Director

FINANCIAL BID**Name of Work:**

Comprehensive AMC of existing Air Conditioning Systems (LG make)

BOQ FORMAT

Sl. No.	Description of Item	Capacity	Quantity	Unit Rate (₹)	Total Amount (₹)
1	VRF System AMC	20 HP	3 Nos		
2	VRF System AMC	16 HP	4 Nos		
3	Indoor Units (IDU) AMC	As applicable	31 Nos		
4	Split AC AMC	1.5 ton	6 Nos		
5	Split AC AMC (Other make)	1.5 ton	3 Nos.		
Total (₹)					
GST (as applicable)					
Grand Total (₹)					

Instructions

- Rates shall be quoted per unit per annum
- Rates shall be inclusive of all charges except GST
- Rates shall remain firm throughout the contract period and no escalation shall be permitted.
- AMC is comprehensive, including all spare parts, consumables, gas, labour, etc.
- No overwriting/correction is allowed unless duly signed

Note

Rates shall be quoted both in unit rate and total amount. In case of any discrepancy, the unit rate shall prevail and total shall be corrected accordingly. In case of difference between figures and words, the amount in words shall prevail.

Declaration

I/We agree to all terms & conditions of the bid.

Signature: _____

Name of Firm: _____

Seal: _____

Date: _____

TECHNICAL BID**Name of Work:**

Comprehensive Annual Maintenance Contract for existing Air Conditioning Systems.

1. Details of Bidder

- Name of the Firm: _____
- Address: _____
- Contact Person: _____
- Phone No.: _____
- Email ID: _____

2. Eligibility & Document Details

Sl. No.	Particulars	Details	Enclosed (Yes/No)
1	Authorization/ Experience Certificate in servicing VRF & split AC systems		
2	Work Orders / Completion Certificates		
3	GST Registration No.		
4	PAN No.		
5	ITR/ Audited Financial Statement for last 3 Years		
6	EMD Details		

3. Experience Details

Sl. No.	Name of Organization	Nature of Work	Value (₹)	Year
1				
2				
3				

4. Declaration

I/We hereby certify that all information furnished above is true and correct.
I/We agree to abide by all terms and conditions of the bid.

Signature of Bidder: _____

Name: _____

Seal: _____

Date: _____

UNDERTAKING

I/We hereby undertake that:

1. We shall use only OEM/genuine spare parts for AMC work.
2. We have adequate technical expertise to handle VRF & Split AC systems.
3. We shall comply with all terms & conditions of the contract.
4. We shall ensure timely service and attend breakdown complaints within stipulated time.
5. We have not been ever blacklisted/ debarred by any Govt. Department/ PSU/Govt. undertaking/ Banks.
6. We shall comply with all applicable labour laws, GST laws and statutory requirements.

Signature of Bidder: _____

Name: _____

Seal: _____

Date: _____