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வெளிநாட்டு அலுவல்கள் அமைச்சு  
MINISTRY OF FOREIGN AFFAIRS

ජනරජ ගොඩනැගිල්ල, කොළඹ 1, ශ්‍රී ලංකාව, குடியரசு கட்டிடம், கொழும்பு 1, Republic Building, Colombo 1, Sri Lanka

මගේ අංකය  
எனது இல  
My No

FA/ADM/Pro/AC/  
2024

ඔබේ අංකය  
உமது இல  
Your No

දිනය  
திகதி  
Date

10.07.2023

**SERVICE AGREEMENT FOR AIR CONDITIONERS FOR THE YEAR- 2023/24**

Sealed bids are hereby invited by the Secretary, Ministry of Foreign Affairs, Republic Building, Colombo 01, for the service and maintenance of following Air Conditioners in the Ministry **on or before 2.00 p.m. on 20/07/2023.**

Site visit could be done during the period of 10/07/2023 to 19/07/2023, between 9.30 a.m. to 3.30 p.m. during working days.

For any clarification and site visit please contact Maintenance Unit on 011-5837589 (Fax-0112327019 and email- [maintenance@mfa.gov.lk](mailto:maintenance@mfa.gov.lk))

- For the site inspection of ACs fixed at Republic building please contact Mr. Nalin on 0115837589

**Instructions for Bidders**

- Conditions and the details of Conditioners are attached herewith as Annex – I - IV.
- Bids are necessary to be accompanied with adequate information of the company profile & technical details to show conformity of the offers. Bids without details and bids which do not conform to the conditions, will be rejected.
- Price should be quoted in Sri Lankan Rupees and must be written clearly. This should include all local charges, taxes, duties, delivery charges, and other charges.
- Price validity should not be less than **1year** from the date of closing of bids.
- Bidders who are registered for the purpose of VAT should indicate the VAT registration number & the amount of VAT separately in the bid document and suppliers who are not registered for VAT should indicate the net value of the quotation and should attach a letter obtained from Commissioner of Inland Revenue Department certifying that the bidder has not been registered for VAT.

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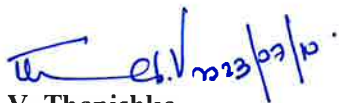
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Web site

www.mfa.gov.lk

06. Bidders should submit the copies of the following documents
  - a.) Registration certificate of the company.
  - b.) VAT registration certificate
  - c.) VAT clearance certificate
  - d.) Completed customer details, satisfactory service letters from the customers
  - e) Business Registration/ Company Registration Certificate.
  - f) Manufacture Authorization Certificate
07. The bid shall be typed or written in indelible ink and shall be signed a person duly authorized to sign on behalf of the supplier.
08. The bid should be placed in an envelope and sealed. It should be clearly marked “**Service and Maintenance Agreement for Air conditioners – 2023/24 of Ministry of Foreign Affairs**” on the top left-hand corner of the envelope.
09. The Bidder shall seal separately the original and copy in two envelopes and mark them as “**ORIGINAL**” and “**COPY**”. They should bear the word” **SERVICE AND MAINTENANCE AGREEMENT FOR AIR CONDITIONERS of MFA FOR THE YEAR- 2023/24.**
10. The sealed bid should be **deposited in the tender box kept at the General Administration Division, Ministry of Foreign Affairs, 9<sup>th</sup> floor, Ceylinco Building, Colombo- 01, on or before 20/07/2023 at 2.00 p.m.**
11. Bids will be opened on 20/07/2023 at 2.00 p.m. in the presence of the bidder or his/her representative at General Administration Division, Ministry of Foreign Affairs, 9<sup>th</sup> floor, Ceylinco Building, Colombo 01. Bidder or the authorized representative could attend at the time of opening of bids.
12. The contract will be awarded to the Bidder, whose bid had been determined to be lowest evaluated responsive bid, considering of other factors.
13. The Ministry Procurement Committee reserves the right to reject any or all bids, waive formalities and minor irregularities in bids received.
14. **Please note that the quoted price should not be changed due to any reason within the period of validity. Change of price may cause cancellation of award.**
15. The performance security shall be 5 percent (5%) of the initial contract price. The performance security should be a bank guarantee issued by a **commercial bank registered in Sri Lanka**. Also, performance security should be issued in favor of Secretary, **Ministry of Foreign Affairs**. The Performance security must be valid for the period from **01.08.2023 to 31.07.2024**.

Thank you.



**V. Thanishka**  
Deputy Director (Administration)  
For Secretary/ Ministry of Foreign Affairs

## Details of A/C machines -2023

No.	Division	Brand	AC No.	Typen of BTU	Type of A/c
1	MSD	Fresh air	1	24000BTU	Cassette type
2	MSD	Fresh air	2	24000BTU	Cassette type
3	Publicity Division	LG	3	24000BTU	Cassette type
4	Publicity Division	York	4	24000BTU	Cassette type
5	Publicity Division(DG)	LG	5	24000BTU	Cassette type
6	Publicity Division	Media	6	24000BTU	Split Type
7	South Asia Division	Media	7	24000BTU	Cassette Type
8	SAARC Division	LG	8	24000BTU	Cassette Type
9	SAARC Division	samsung Non invator	9	36000BTU	Cassette Type
10	SAARC Division	Media	10	36000BTU	Split Type
11	Stores	Panasonic	11	24000BTU	Split Type
12	Stores	Panasonic	12	24000BTU	Split Type
13	Stores	Confri invator	13	24000BTU	Split Type
14	CTU	Panasonic	14	24000BTU	Cassette type
15	CTU	Fresh Air	15	9000BTU	Split Type
16	Legal Division	LG	16	24000BTU	Cassette type
17	Legal Division	york	17	24000BTU	Cassette type
18	Legal Division	LG	18	24000BTU	Cassette type
19	Legal Division	Media	19	36000BTU	Cassette type
20	Legal Division	Haisen	20	24000Btu	Cassette type
21	Legal Division	LG	21	24000BTU	Split Type
22	Security Mail Division	Media	22	36000BTU	Cassette Type
23	IT Division	Media	23	24000BTU	Cassette type
24	IT Division	BG	24	24000BTU	Cassette type
25	Lan Room	Panasonic	25	24000BTU	Cassette type
26	Card Puncher Room	Haisen	26	24000BTU	Cassette type
27	Lan room	Haisen invator	27	24000BTU	Spilt type /with supplier time changing by 12 hours
28	Mini Conference Hall	Media	28	24000BTU	Cassette type
29	Mini Conference Hall	Media	29	24000BTU	Cassette type
30	Mini Conference Hall	Panasonic	30	24000BTU	Cassette type
31	Chief photocool Room	Fresh air	31	48000BTU	Cassette type
32	Media Unit	Panasonic	32	24000BTU	Cassette type
33	Transport Unit	Media	33	24000BTU	Split Type
34	Library	samsung invator	34	36000BTU	Caset type
35	Library	York	35	24000BTU	Caset type
36	South East Amarica	LG	36	24000BTU	Cassette type
37	South East Amarica	Media	37	24000BTU	Cassette type
38	Europe, CIS & America	Haisen	38	24000BTU	Cassette type
39	Europe, CIS & America	LG	39	24000BTU	Cassette type
40	Europe, CIS & America	York	40	24000BTU	Cassette type
41	Europe, CIS & America	BG	41	24000BTU	Cassette type
42	HR & policy Planing	LG	42	24000BTU	Cassette type
43	Policy Planing (DG)	Panasonic	43	24000BTU	Cassette type
44	Policy Planing( HR)	York	44	24000BTU	Cassette type
45	Driver's Room	SuperCool	45	24000BTU	Split Type
46	Driver's Room	Media	46	24000BTU	Split Type
47	Canteen	Haisen invator	47	24000BTU	Split Type
48	Canteen	Media	48	36000BTU	Split Type
49	Canteen (VIP)	Haisen invator	49	24000BTU	Split Type
50	Canteen	Media	50	36000BTU	Split Type
51	CTU	LG	51	24000BTU	Caset Type
52	OAD Division (AD)	Haisen	52	24000BTU	Cassette Type
53	OAD Division	York	53	24000BTU	Cassette Type
54	OAD Division	Panasonic	54	24000BTU	Cassette Type
55	Travel Division	SuperCool	55	9000BTU	Split Type
56	OAD Division	BG	56	24000BTU	Cassette Type
57	OAD Division(DG)	Panasonic	57	9000BTU	Split Type
58	DG/OAD Division	Super Cool	58	9000BTU	Split Type
59	Africa Affair Division	Panasonic	59	24000BTU	Cassette Type
60	Africa Affair Division	Media	60	36000BTU	Cassette Type
61	Africa Affair Division	samsung invator	61	36000BTU	cassette type
62	Africa Affair Division (DG)	Fost Air	62	24000 BTU	cassette type
63	HR & MM	Super Cool	63	9000BTU	Split Type
64	UN Division (AD)	LG	64	24000Btu	Split Type
65	UN Division (DG)	LG	65	12000 Btu	Split Type
66	UN Division	Panasonic	66	24000BTU	Cassette type
67	UN Division	BG	67	24000BTU	Cassette Type
68	UN Division	Panasonic	68	24000BTU	Split Type
69	UN Division	samsung invator	69	36000BTU	Split Type
70	UN Division (DG)	Haisen invator	70	24000BTU	Caset Type
71	Add.sec .Multilateral	york	71	24000BTU	Caset Type
72	Protocol Division	Media	72	36000BTU	Split Type
73	OAM & MM	LG	73	24000BTU	Split Type
74	Protocol Division	Fugi Care	74	24000BTU	Split Type
75	Protocol Division	Media	75	36000BTU	Split Type
76	Add.Sec.Multilateral Affairs	York	76	24000BTU	Caset Type
77	Add.sec .Multilateral	Fostaire	77	24000BTU	Split Type
78	Secretary Bureau	LG	78	36000BTU	Cassette Type
79	Secretary Bureau	Haisen invator	79	48000BTU	Cassette Type

80	Secretary Bureau	Media	80	48000BTU	Cassette Type
81	Minisrter Bureau	Media	81	24000BTU	Caset type
82	Middle East	Panasonic	82	24000BTU	Cassette Type
83	Middle East Division (DG)	Haisen invetor	83	24000BTU	Cassette Type
84	Middle East Division	Media	84	24000BTU	Split Type
85	Middle East Division	Media	85	36000BTU	Split Type
86	State Minister's Bureau	Media	86	24000BTU	Cassette Type
87	Minister's Bureau (Consulter Room)	BG	87	48000BTU	Cassette Type
88	Hon. Minister's Bureau	samsung invator	88	36000BTU	Cassette Type
89	Hon. Minister's Bureau	samsung invator	89	36000BTU	Cassette Type
90	Minister VIP Room	Media	90	24000BTU	Cassette Type
91	Minister VIP Room	LG	91	24000BTU	Cassette Type
92	Minister Bureau (Pantry Room)	Fostaire	92	24000BTU	Cassette Type
93	Add.Sec.Multilateral , west & Legal	Fostaire	93	24000BTU	Split Type
94	Stete Minister's Bureau	Haisen	94	24000BTU	Cassette Type
95	Stete Minister's Bureau	York	95	24000BTU	Cassette Type
96	Stete Minister's Bureau	Haisen Invetor	96	24000BTU	Split Type
97	Stete Minister's Bureau	York	97	24000BTU	Cassette Type
98	Stete Minister's Bureau	Media	98	36000BTU	Cassette Type
99	Ocen Affaire	Confri invator	99	24000BTU	Cassette Type/
100	Stete Minister's Bureau (Media Secretary)	Haisen Invator	100	24000BTU	Cassette Type
101	North Amarica	Panasonic	101	48000BTU	Cassette Type
102	North Amarica	LG	102	24000BTU	Cassette Type
103	State Secretary(Additional Secretary)	LG	103	24000BTU	Cassette Type
104	State Secretary(Additional Secretary)	Haisen	104	48000BTU	Cassette Type
105	Vidio Conference Room	samsung invator	105	36000BTU	Cassette Type
106	Stete minister rigional Corporation Room	samsung invator	106	48000BTU	Split type
107	Vidio Conference Room	samsung invator	107	36000BTU	Cassette type
108	Bilateral Room	samsung invator	108	36000BTU	Cassette type
109	Bilateral Room	LG	109	24000BTU	Cassette Type
110	Bilateral Room	LG	110	24000BTU	Cassette Typ
111	Bilateral Room	Haisen invator	111	24000BTU	Cassette type
112	Add.Sec.Multilateral , west & Legal	Fostaire	112	24000BTU	Split Type
113	Bilateral Room	Fostaire	113	24000BTU	Split Type
114	Latin Amarica	Fostaire	114	24000BTU	Cassette Type
115	Canteen	Haisen	115	24000BTU	Split Type
116	Un Division	Haisen	116	24000BTU	Cassette Type
117	Secretary Bureau	Haisen invator	117	24000BTU	Cassette Type
118	Driver Room	Haisen invator	118	18000BTU	Split Type
119	Potocol Division	Haisen invator	119	36000BTU	Split Type
120	Power Room	LG	120	24000BTU	Cassette type
121	Security Hut	Haisen invator	121	12000BTU	Split Type
122	Security Hut	Haisen invator	122	12000BTU	Split Type
123	Arachchi Room	BG	123	9000 BTU	Split Type
124	LAN Room	Haisen invator	124	24000BTU	Split type /with supplier time changing by 12 hours
125	Ceylinco House (Sever room)	York	125	12000BTU	Split Type
126	Ceylinco House (Sever room)	York	126	12000BTU	Split Type
127	KKS Quturs	Singer Invator	127	12000BTU	Spilt type
128	Navy Quaturs	Singer Invator	128	12000BTU	Spilt type
129	Navy Quaturs	Singer Invator	129	12000BTU	Spilt type
130	state minister (DG)Room	Media	130	2400 BTU	Spilt type
131	Cabinet office (Ground Floor)	MIDIA	131	36000 BTU	Spilt type
132	Cabinet office (Ground Floor)	MIDIA	132	36000 BTU	Spilt type
133	Cabinet office (Ground Floor)	MIDIA	133	36000 BTU	Spilt type
134	Cabinet office (Ground Floor)	LG	134	12000 BTU	Spilt type
135	Cabinet office (Ground Floor)	Tovostar	135	12000 BTU	Spilt type
136	Cabinet office (Ground Floor)	Comfri	136	24000BTU	Casete type
137	Cabinet office (Ground Floor)	MIDIA	137	24000 BTU	Casete Type
138	Cabinet office (Ground Floor)	MIDIA	138	24000 BTU	Casete Type
139	Cabinet office (Ground Floor)	Comfri	139	24000 BTU	Casete Type
140	Cabinet office (Ground Floor)	LG	140	36000 BTU	Casete Type
141	Cabinet office (Ground Floor)	LG	141	24000 BTU	Casete Type
142	Cabinet office (Ground Floor)	IDAC	142	24000 BTU	Spilt Type
143	Cabinet office ( 1st Floor)	Panasonic	143	24000BTU	Casete type
144	Cabinet office ( 1st Floor)	Panasonic	144	24000BTU	Casete type
145	Cabinet office ( 1st Floor)	Panasonic	145	24000BTU	Casete type
146	Cabinet office ( 1st Floor)	Panasonic	146	24000BTU	Casete type
147	Cabinet office ( 1st Floor)	LG	147	24000BTU	Casete type
148	Cabinet office ( 1st Floor)	IDAC	148	24000BTU	Casete type
149	Cabinet office ( 1st Floor)	LG	149	24000BTU	Casete type
150	Cabinet office ( 1st Floor)	Confri	150	24000BTU	Casete type
151	Cabinet office ( Basement)	IDAC	151	24000BTU	Celing Mount
152	Cabinet office ( Basement)	IDAC	152	24000BTU	Celing Mount
153	Cabinet office ( Ground Floor) Esat Asia	DEME	153	24000 BTU	Spilt type /2023.09.28
154	Cabinet office ( Ground Floor) East Asia	DEME	154	24000BTU	Spilt type /2023.09.28
155	Cabinet office ( Ground Floor) East Asia	DEME	155	12000 BTU	Spilt type /2023.09.28
156	Cabinet office ( Ground Floor) East Asia	DEME	156	12000 BTU	Spilt type /2023.09.28
157	Potocol Flag Room	Samsung	157	24000 BTU	Split Type
158	Secretary's Record Room	COMFRI	158	12000 BTU/Hr comfri	Split type /14/06/2023

**TERMS AND CONDITIONS**

01. The service agreement should cover following Air Conditioners having following capacities.  
 – **Details of the A/C machines- Ministry of Foreign Affairs**

BTU	TYPE	
	Split	Cassette
<b>9000-18000</b>	<b>22</b>	<b>-</b>
<b>24000-28000</b>	<b>26</b>	<b>78</b>
<b>36000-48000</b>	<b>12</b>	<b>20</b>
<b>Total</b>	<b>158</b>	

02. **Four (04) numbers of services including two high pressure services and two (02) normal pressure services should be done for an A/C machine per year. Two (02) full services should be done to each indoor unit for the year within those four services. A report on each A/C machine should be submitted after completion of each service.**
03. Following tasks need to be completed in a service (Detail scope of work is in **Annex – III**)
- Dry air Cleaning of outdoor unit  
Fan blade/outdoor housing/Electrical system
  - Cleaning of indoor unit and outdoor unit.  
Air filter/evaporator coil/drain plate/drain line/control system/fixing and testing
  - Dry cleaning of outdoor unit and indoor unit.  
Dry cleaning of wiring system/painting of cored areas/replacement and corroded screws/checking remote control system/fixing and testing.
  - Lubricating moving parts
  - Checking and adjusting thermostat setting
  - Testing and calibrating controls and safety switches
04. Air condition report should be given soon after attending the breakdown of Conditioners.
05. The contractor shall ensure that all work is carried out safely, and the working environment is clean and hazard free. The contractor shall comply with all applicable health and safety regulations and take reasonable measures to protect the health and safety of its employee's and others on the premises.
06. The contractor shall provide a detailed maintenance schedule and service plan including dates and times of maintenance visits.
07. **Two Air Condition technicians with company uniform** should be allocated in the premises of Ministry of Foreign Affairs for **6 days per week** (Except Sunday) for on call attendance on break downs and services.
08. The Contractor shall employ trained and experienced technicians who possess the necessary qualifications and certifications to perform maintenance services on air conditioning systems.
09. Condition report of the Air Conditioner unit must be submitted soon after each high pressure service.

10. Estimation for minor repairs of A/C machines will be obtained from selected service provider. Once approval is given by the Ministry for estimation, service provider should complete the repairing work within three days. When there is a repairing in A/C machines, original parts should be replaced by the service provider with one year warranty.
11. Service provider should submit a price quotation for the spare parts which are frequently used in repairs, with 3 months validity period for every quarter during the contract period. (this price will be market surveyed by the procuring entity).
12. Rate should include all scaffolding and other necessary shafting precautions.
13. The contractor shall maintain insurance coverage for liability, workers compensation, and other relevant insurance policies necessary for the protection of the protection of the client and contractor.
14. Services should be under taken with minimum disturbance to office work.
15. Price should be quoted in Sri Lankan Rupees and must be written clearly. This should include all local charges, taxes, duties, delivery charges and other chargers.
16. Bidders who are registered for the purpose of VAT should indicate the VAT registration number & the amount of VAT separately in the bid document and suppliers who are not registered for VAT should indicate the net value of the quotation and should attach a letter obtained from Commissioner of Inland Revenue Department certifying that the bidder has not been registered for VAT.
17. The performance security shall be 5 percent (5%) of the initial contract price. The performance security should be a bank guarantee issued by a **commercial bank registered in Sri Lanka**. Also performance security should be issued in favor of Secretary, **Ministry of Foreign Affairs**. The Performance security must be valid for **01.08.2023 to 31.07.2024**.

**1. Scope of work for normal service of outdoor and indoor unit**

**a. Servicing of outdoor unit**

- Dry air cleaning of condenser
- Dry air cleaning of fan blade
- Dry air cleaning of outdoor housing
- Dry air cleaning of electrical system

**b. Servicing of indoor unit**

- Removing of indoor unit panel
- Cleaning of air filter
- Cleaning of evaporator coil
- Cleaning of drain plate
- Cleaning of drain line
- Cleaning of remote control system
- Fixing and testing

**2. Scope of work for full high pressure service of outdoor and indoor unit**

**a. Dismantling of outdoor unit housing front side**

- High pressure service of condenser
- High pressure service of fan blade
- High pressures service of outdoor housing and base plate
- Checking of electrical wiring system for corrosion connector
- Dry cleaning of wiring system
- Painting of cored area of outdoor unit & the bracket
- Replacement of damaged and corroded screws

**b. Dismantling of outdoor unit housing front side**

- Removing of indoor unit panel
- High pressure service of air filter
- High pressure service of evaporator coil without removing of indoor unit
- High pressure service of drain plate
- High pressure service of drain line
- Checking remote control system
- Fixing and testing

3. Cleaning or replacing air filters
4. Checking and adjusting refrigerant levels
5. Cleaning the evaporator and condenser coils
6. Checking and tightening electrical connections
7. Lubricating moving parts
8. Inspecting and cleaning the condensate drain
9. Checking and adjusting thermostat settings
10. Testing and calibrating controls and safety switches





**Air Conditioning Service Agreement**

This agreement (“Agreement”) is made and entered into as of [insert date] by and between [insert name of service provider], with a mailing address of [insert address], and [insert name of client], with a mailing address of [insert address].

1. Scope of Services. The service provider agrees of perform routine maintenance and repairs on the client’s air conditioning system, as outlined in the attached Schedule A. The client agrees to provide the service provider with reasonable access to the air conditioning system, and to pay all fees associated with the services provided.
2. Term. This Agreement shall commence on [insert date] and continue for a period of [insert length of time], unless terminated earlier as provided for in this Agreement.
3. Fees. The client shall pay the service provider the fees set forth in Schedule A for the services provided. The fees are due and payable upon receipt of the service provider’s invoice.
4. Termination. Either party may terminate this Agreement upon [insert notice period] days’ written notice to the other party. In addition, either party may terminate this Agreement immediately in the event of a material breach by the other party.
5. Indemnification. The client agrees to indemnify and hold harmless the service provider, its employees, agents, and contractors from any and all claims, damages, expenses, or in connection with the services provided under this Agreement, except to the extent caused by the service provider’s gross negligence or willful misconduct.
6. Limitation of Liability. In no event shall the service provider be liable for any consequential, incidental, special, or punitive damages arising out of or in connection with the service provided under this Agreement.
7. Insurance. The service provider agrees to maintain general liability insurance in an amount of not less than [insert amount] and workers’ compensation insurance as required by law.
8. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the state of [insert state], without giving effect to any choice of law or conflict of law provision or rule.
9. Entire Agreement. This Agreement constitutes the entire agreement between the parties and supersedes all prior negotiations, understandings, and agreements between the parties, whether oral or written. This Agreement may not be amended or modified except in writing signed by both parties.
10. Counterparts. This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

In Witness Whereof, the parties have executed this Agreement as of the date first written above. Signature at ..... on ..... August 2023 in duplicate in the English language, both texts being equally authentic.

..... First party (client)	..... Second party (contractor)	
WITNESS		
Name	Signature	Date –
1.....	.....	
2.....	.....	

