



INDIAN MARITIME UNIVERSITY

(A Central University, Government of India)

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Sub: Quotation for AMC of Water Purifier Systems at IMU-KC

Sealed quotations are invited from the OEM or authorized service providers of **Eureka Forbes Ltd.** towards comprehensive AMC of Water Purifiers (including spare parts) installed at IMU-Kolkata Campus. Bidders are requested to submit their rates as per our specified format in Annexure – A.

MINIMUM ELIGIBILITY CRITERIA: -

- i) The vendor should either be O.E.M (Original Equipment Manufacturer) or should be authorized by Eureka Forbes to service/ repair and to take AMC of their machine. (Proof of document to be attached).
- ii) The rates are to be quoted for the period of one year.
- iii) Should have minimum two years of work experience for the same type of work.

SCOPE OF WORK AND SITE CONDITIONS

- i) The scope of work includes to check the performance of all purifiers installed in campus & submit a report after every visit. The visit will be on every alternate day i.e., Monday, Wednesday, Friday such that the total visits in a month should not be less than 12. In case of less than 12 visits, every absence will be penalized by Rs. 100. The technician's scope of work includes: unit checkup and general cleaning, chemical cleaning of cartridge, if required, replacement of membrane, as per the complaint during the AMC Period.
- ii) In case of any complaint/ breakdown/fault in any equipment, the firm has to attend the fault within 24 hours of reporting on phone/FAX/ Email etc. failing which it will invite a penalty as follows:
 - a. Delay >24 hrs & upto 48 hrs - Rs. 200/-
 - b. Delay >48 hrs & upto 72 hrs - Rs. 500/-
 - c. Delay >72 hrs & upto 1 week - Rs. 1000/-
- iii) The AMC is for preventive as well as for break down maintenance and includes repair and replacement of the following parts free of charge during the AMC Period: -
 - a) All kinds of Filters
 - b) Pre-filter candle
 - c) Compressor
 - d) Thermostat
 - e) Transformer
 - f) Relay
 - g) Carbon
 - h) Worn out parts etc.
 - i) Membrane

- j) Anti-Scaling chemical and other such consumables for proper functioning of water-purifiers.
- iv) Free replacement of all consumables such as cartridges, candles, post carbons, membranes are mandatory thrice in a year during the contract period or as and when required to get the desired potable water quality.
- v) The essence of the contract lies in keeping the purifiers under running condition all the time during AMC period. The details of spare parts/ repairs shown at Sl. (iii) above are inclusive but not exhaustive and hence the AMC covers all breakdown & maintenance of the purifiers mentioned.

The service provider will do weekly backflush of all cartridges which are installed in addition to the purifier to arrest extra iron/sediment content & record in the register. The register is to be signed by the OIC after each visit.

Terms & Conditions:

1. The contract will be valid for a period of one year initially and may be extended for subsequent periods depending on satisfactory performance. The contract is liable to be terminated before the expiry of the due date by giving one month's notice without assigning any reason.
2. The copies of GST certificate, PAN and a list of clients should be attached with the quotation.
3. Submission of multiple bids by a single firm directly or through related firms will lead to rejection of the bids and IMU-KC may black list such firms from future participation.
4. The rate quoted should be inclusive of all charges. GST is to be shown separately.
5. Quotations for the above mentioned job should reach the undersigned at this office latest by 20 Aug, 2018, 1200 hrs.
6. The agency shall not engage any sub-agent or sub-contractor whatsoever for running the AMC.
7. If the agency is unable to attend call or resolve any problem, IMU-KC may get it rectified/repared from any other sources/ agency/ open market and the rectification charges (including spares/parts, if any) for the same, thus paid, will have to be borne by the agency; otherwise, the said charges will be recovered from the Bill of the agency.
8. Where any spare parts need replacement, the same shall be replaced within the AMC period free of cost preferably with items of same make. In case any particular brand/model is not available, the same shall be replaced with equivalent items with existing or higher quality. In no case will permission be accorded for the machine to be taken outside the office for repair from where they are installed.
9. The agency shall provide immediate repair and maintenance service within the AMC period, in response to the oral/telephonic intimation by the concerned persons of this office and the agency shall ensure that the faults and failures intimated are set right within reasonable time.

10. AMC shall be commencing within 7(seven) days of placing the order.
11. No advance will be provided to the supplier and installer. Payment against Bill/Invoice shall be released only on quarterly basis after successful service provided by the agency. TDS will be deducted.
12. The bid shall be valid in the case of all the tenders for at least 2 months from the date of opening of the tender. In the case of the successful tenderer, rates quoted shall be valid for the entire AMC period.
13. In case of any dispute, the decision of the Appropriate Authority shall be final. In case of disagreement the same shall be settled within the legal jurisdiction of Kolkata.
14. Contract with the tenderer may be terminated by IMU-KC at its discretion by giving 30 days notice to the tenderer in case of failure to maintain the AMC services at the satisfaction of the IMU-KC and the contract with IMU-KC in that case will be treated as cancelled before expiry of the validity period.
15. Being a comprehensive contract, all liabilities arising out of any fault replacement of any part will be borne by the vendor, if not mentioned separately otherwise. The appropriate authority will be empowered to impose penalty on the agency for delay in restoration of the problem beyond reasonable time limit or for any loss damage by the agency within the AMC period.
16. IMU-KC reserves the right to accept or reject any of the quotations / tender notice itself, without assigning any reasons and the decision of IMU-KC to this effect will be treated as final and binding.
17. The bid should be addressed to the Director, Indian Maritime University-Kolkata Campus. It should be sent to the address: Indian Maritime University, Kolkata Campus, P – 19, Taratala Road, Kolkata — 700 088. The cover should be superscribed "Quotation for AMC of Water Purifier Systems at IMU-KC". The cover containing the quotation should be either sent by post/courier or is to be deposited in tender box kept at Dy. Registrar's office (1st floor, Room No. 130), within due date & time.
18. The envelopes are to be sealed properly with gum and not by stapler pin.

PAYMENT

1. No payment in advance shall be considered.
2. Payment will be made on quarterly basis after satisfactory services certified by the engineer concerned and submission of water test report of reputed lab as per direction of Engineer-in-charge. No extra charges will be paid for attending the complaint.
3. The present quantity may vary due to condemnation of equipment or new purchase/addition during the period of AMC. Rates for any new addition of purifier if any will be according to the rate finalized for purifier with same specification/ make. Payment in such cases would be made on proportionate basis considering the period of such AMC.
4. The repair of equipment should be done as per schedule failing which University reserves the right to get any other authorized party to service the machine.
5. In case of delay in starting the work, Liquidated Damages @ 0.5% of contract value, for each week of delay, will be levied.
6. Payment will be made through Bank Transfer after successful delivery of the items and their acceptance.

Annexure A

Comprehensive Annual Maintenance Contract (AMC) for Eureka Forbes Water Purifiers
installed at Indian Maritime University – Kolkata Campus

S. No	Description	Quantity	Unit Rate	Applicable Taxes as per GST	SAC Code	Total rate per unit (including taxes)	Total Amount
A	B	C	D	E	F	$G = D + E$	$H = C \times G$
1	Compact	21					
2	Classic	3					
3	I-Nova	1					
4	Hi-Flow	4					
Total							


DIRECTOR

S. L. No.	Description	Qty.	Location
1	Compact	1	Jr. Hostel (Bose Wing)
2	Compact	1	Jr. Hostel (Marconi Wing)
3	Classic	1	Jr. Hostel (Rear Wing)
4	Compact	1	Jr. Hostel (Inside Mess)
5	Compact	1	East Wing (240 Hostel) Gr. Floor.
6	Compact	1	East Wing 2nd Floor
7	Compact	1	East Wing 3rd Floor
8	Compact	1	West Wing (240 Hostel) Gr. Floor new
9	Compact	1	West Wing 1st Floor
10	Compact	1	West Wing 3rd Floor
11	Compact	1	240 Hostel (Inside Mess)
12	Hi-Flo	1	OBC Ground Floor
13	Compact	1	OBC 3rd Floor (new)
14	Compact	1	OBC (Inside Mess)
15	Compact	1	Senior Hostel (Froude Wing)
16	Compact	1	Senior Hostel (Inside Mess)
17	Hi-Flo	1	Senior Hostel L-Wing
18	Compact	1	Work Shop Gr. Floor
19	Compact	1	Work Shop 1st Floor
20	Hi Flo	1	Work Shop (Foreman Room)
21	Classic	1	Ladies Hostel
22	Compact	1	New Academic Building Gr. Floor
23	Compact	1	New Academic Building 1st Floor
24	Compact	1	New Academic Building (Canteen)
25	I-Nova	1	Administrative Building (Gr. Floor) Beside Training Section
26	Hi-Flo	1	Administrative Building (Gr. Floor) Beside Mechanical Lab
27	Classic	1	Administrative Building (1st Floor) Beside Exam Control Room
28	Compact	1	Auditorium
29	Compact	1	Dispensary