

## UNIVERSITY OF ALLAHABAD

To,

No. UE/ 08(EL)2017-18

Dated: 01/06/2017

Subject: **NOTICE INVITINGS TENDER FOR AMC OF WATER COOLERS, VOLTAGE STABILIZERS AND WATER PURIFIERS.**

**Dear Sir,**

The University of Allahabad invites sealed quotation for award of comprehensive Annual Maintenance Contract of Water Coolers, their voltage stabilizers and water purifiers installed in various offices/departments/ FCI Building & Common area of the University. The AMC will be for the period of one year from the date of order/agreement.

### **I. TENDER PROCESS:**

(1) Tender/ quotation is invited in two parts i.e. (i) **Technical bid** and (ii) **Financial Bid**. The tender form for the technical bid in proforma prescribed in **Annexure-1** and the tender form for the financial bid in proforma prescribed in **Annexure-II**, complete in all respects shall be kept in **Two separate sealed envelops, enclosed in a single envelop**, superscripted with **Tender for AMC of Water Coolers and Water Purifiers** addressed to **University Engineer, Allahabad University, Allahabad**, should be dropped in the tender box kept in the **office of the Vice Chancellor** by 2.0 P.M. On 10.06.2017. Late submission of tenders shall not be accepted. The sealed covers should be superscripted with "**Technical bid - AMC for Water Coolers and Water Purifiers**" and "**Financial Bid - AMC for Water Coolers & Water Purifiers**" respectively. Technical bids will be opened on same day at 2.30 P.M. in the presence of the tenderer or their authorized representatives, who may like to remain present at the time of opening of tender. The valid technical bids shall be scrutinized by the Deptt. to shortlist the eligible bidders. The financial bids of the shortlisted bidders will be opened at 2.00 P.M. on 15.06.2017 . Incomplete bid documents shall be rejected.

(2) **Earnest Money Deposit (EMD):** Earnest Money deposit of Rs. 27,000/- (Twenty Seven thousand only) in the form of Demand Draft/ Bankers cheque of Scheduled Bank drawn in favour of "**Finance Officer, Allahabad University, Allahabad**" payable at Allahabad must be enclosed with technical bid. Technical bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders after completion of the bid process. However, the EMD shall be forfeited in case the successful bidder withdraws subsequently or the details furnished in ANNEXURES-I & II are found to be incorrect or false during the tender selection process. **No interest shall be paid on the Earnest Money Deposit (EMD) of the successful bidder and same will be returned on furnishing the Performance Guarantee.**

(3) **Performance Guarantee:** The successful bidder has to submit 10% of the total value of the contract as performance guarantee deposit in the form of **Demand Draft / Bank Guarantee/ Fixed Deposit Receipt of a Schedule Bank drawn in favour of "Finance Officer, Allahabad University, Allahabad" payable at Allahabad** before taking up the contract. The Performance Guarantee shall be refunded to the selected bidder on successful completion of contract period. No interest shall be paid on the Performance Security placed with the Department by the successful bidder. The Performance Guarantee will be forfeited in the event of withdrawal of contract by the contractor before the expiry of the contract period or in the event of termination of the contract attributable to the unsatisfactory performance of the contract or for violation of any of the terms and conditions of the contract.

(4) The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. The tenderer would fill up the information in the

**Annexure-I & II** enclosed at the end of this document in clear and legible terms. Wherever required the prices quoted shall be written in figures and words as well. ANNEXURES shall also have to be signed and stamped by the bidder or its authorized signatory.

(5) The tender forms shall be rejected if it is not complete in any respect.

## **II. JOB REQUIREMENT**

1. Contract will be valid for the period of 12 months from the date of order/agreement. During the currency of contract, no demand for revision in the rates on any account, whatsoever, shall be entertained.
2. Approximate Number of water coolers of different make and type and water purifiers is given at Page 7 (including RO System) installed at different buildings, hostels, etc. at Allahabad University. However, the exact number of water coolers and water purifiers to be given for maintenance and servicing can increase or decrease.
3. The terms of comprehensive maintenance of water coolers shall include replacement of all spare parts of water coolers refilling of gas charging but **excluding** replacement of compressors. The terms of comprehensive maintenance shall also include rewinding of fan motors of condensers & evaporator, replacement/ repair of Cooling Coil, Heating Coil, Condensing Coil, oiling, cleaning, greasing, servicing and replacement of electrical spares, relays and all other major/minor parts including siren/ plugs, Tap of the water coolers, filters etc. **However the cost of replaced compressors will be paid to the firm in addition to AMC bill.**
4. The terms of comprehensive maintenance of voltage stabilizers shall include replacement/ copper rewinding of transformers and replacement of all genuine spares including mechanical, electrical and plastic/PVC items.
5. The terms of comprehensive maintenance of water purifiers shall include checking, cleaning, adjusting, replacement of pre-filter candle every three months, replacement of worn out/ exhausted parts including ultra violet lamp and all other parts of the water purifiers.
6. Firm's authorized agent/.worker shall visit each building at least twice a week without being called for to check whether the water coolers, water purifiers are working properly and if not to bring in working condition.
7. Minimum four periodical servicing visits (quarterly) for both water coolers and water purifiers shall have to be made during the period of contract.
8. The firm shall carry out two complete overhauling during the contract period, the first before July 15, 2016 and second before March 15, 2017. This shall include complete check-up, overhauling, servicing, testing, anti-corrosive treatment/ painting, repair/ replacement of water tank etc. and re-installation at original location.
9. Water cooler Units shall be made operational for summer season at the earliest after completing the periodical overhauling.
10. While handing over the water coolers and water purifiers at the end of the contract, these should be in perfect working condition. Any defects found should be rectified by your firm or else the net cost of repairs will be charged on your account.
11. All RO and water purifiers are to be serviced monthly to see that all the equipments under AMC are working properly. The contractor will also provide services as and when required on call basis, during the period of contract in addition to above referred servicing that may be required at any point of time for proper upkeep and functioning of the equipments.

12. In case of any fault in any equipment the firm has to attend the fault within 24 hours of reporting on phone/ FAX etc. failing which will invite a penalty of Rs. 100/- per day, per unit subject to maximum of 10% of total AMC charges.
13. The cost of all parts repaired/replaced such as candle, carbon, carbon filter, membrane, adopters, pump, SV, LPS, FR Pressure and Misc. parts will be borne by the firm.
14. The candle of RO systems & water purifiers including carbon filters etc. are to be replaced **every 3 months**.
15. The membranes of RO System are to be replaced after an interval of **six months**.
16. The TDS of water of RO System must be maintained **below 100 TDS**.
17. Water coolers are to be serviced once in every quarterly or as and when required.
18. All ROs and water purifiers are to be serviced monthly and water coolers once in every quarter as and when required on call basis during the period of contract in addition to servicing that may be required at any point of time for proper upkeep and functioning of the water purifier systems. The successful firm will have to ensure that water coolers and water purifier systems continue to give uninterrupted and trouble-free service during the entire period of contract. The service also includes chemical washing of water coolers as per IS specifications.
19. The firm will make arrangements for cleaning of water tanks of all the water coolers once in a fortnight invariably and will submit reports in support of satisfactory functioning of all the water coolers every month duly signed by the in charge of the user department.
20. In case the contractor fails to maintain the Water Coolers, RO Systems and water purifiers in time and in attending the relate complaints within 24 hours of reporting on phone/in person, the University shall have the right to get the machine repaired in any way and the cost of repair will be deducted from the bills of the contractor. All machines with major fault will be set right within 48 hours, otherwise a penalty of Rs. 100/- per day, per unit will be levied.
21. The competent authority may also impose the penalty up to 10% of the contract value if the services are not found the mark. No claim from the contractor on this account shall be entertained.
22. During installation or taking out of the Water Coolers, RO System and water purifiers from university, if any damage/ loss is caused to the University properties by any of the workers deputed by the contractor for the maintenance job, it will be the responsibility of the contractor.
23. No additional amount will be paid to the contractor what has been specified in the terms and conditions of this contract.
24. The contractor shall not sublet full or any portion of the contract to any other agency/ firm for maintenance of Water Coolers, RO Systems and water purifiers.
25. The repair work is to be carried out within the premises of the University. In the event of major repairs, if any of the machines required to be taken outside University premises, the same will be allowed to be taken outside only with the written permission of the University. No separate charges on account of labour and transportation would be paid by the University for the purpose.
26. During the concurrency of contract, if any mishap occurs due to electrocution or faulty fittings, it will be the responsibility of the contractor to compensate the loss on account of injury to any person/ property.
27. One stand by unit/ compressor, one motor each type, gas charging set etc. will be placed at site i.e. at University for immediate service of the Unit.

28. The payment shall be made on quarterly basis upon submission of bill by the contractor along with satisfactory reports from the user deptt. Payment shall be made after verification of the records and the same **shall be restricted to actual number of water coolers & water purifiers.**
29. Erasing or overwriting in the tender will render the same invalid.
30. Taxes will be deducted at source as per rules.
31. The rates quoted should be inclusive of all the taxes.
32. No water coolers and water purifiers should be removed from the building without the gate pass issued by the In-charge concerned.
33. In case of repairs/ replacement of working parts in the water coolers/ purifiers, only genuine spare parts with ISI marking should be used and signature of user/ location in charges should be obtained in the job cards/ slips.
34. In case any water cooler/ purifier is shifted from one location to another or is to be removed from any location, the contractor shall be liable to provide all infra-structures/ services etc. for which no additional charges will be paid by the office. However, no machines will be shifted without the knowledge of the University Engineer.

### **III. CHANGE OF COMPRESSORS:**

If compressor of any water cooler is not working and needs replacement, the firm has to replace that defective compressor with the compressor of same brand of that water cooler or new 'Kirloskar' or equivalent brand. Prior permission of the University Engineer is required for replacement of the defective compressors. The cost of compressor including Gas charging and labour charges (if any) will be paid to the firm in addition to the AMC bill in case old defective compressor is replaced with new one with warranty card indicating the serial number of the compressor .

### **IV. LIQUIDATED DAMAGES:**

The contractor shall deploy it's teams, each comprising one qualified Mechanic and a helper, at premises near the chamber of **Assistant Engineer (E)**, 33/11 KV substation during office hours, six days a week (Monday to Saturday except holiday) during the period. in such a manner that they could attend to complaints of water cooler and water purifier units without loss of time on day-to-day basis. The break-down calls should be attended to on the same day if the complaint is lodged before 2 pm and those lodged after 2 pm be attended to by next day morning positively. In case the complaint is not attended to within a period of 48 hours, without prior concurrence of the department and be accepted by the consignee, a penalty of Rs. 100/- Per day, per unit will be levied subject to maximum of 10% of total AMC charges. In the event of delay of more than 4 weeks, the department will reserve the right of revoking award order and forfeiting the security deposit.

### **V. GENERAL TERMS AND CONDITIONS:**

1. The annual maintenance contract is for the period of **one year from the date of order/agreement.**
2. The service provider shall be based **in or around Allahabad.**
3. Bidder should have a minimum of three years of experience in the service/maintenance of water coolers and water purifiers to various organizations. The bidder has to submit experience certificates issued by the clients.
4. The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
5. The evidence for filling of returns for the last three Financial Years ending 31<sup>st</sup> March 2016 should be enclosed along with the technical bid.

6. The bidder must have gross contractual receipts of average annual Rs. 5lakhs and above during the last three Financial Years. A statement showing list of clients along with evidence for contractual receipts should be enclosed along with the technical bid.
7. The Tenderers are requested to go through the instructions, terms and conditions given in the tender document. Failure to furnish all required information duly indexed and page numbered will be at the tenderer's risk and may result in the rejection of the tender.
8. The University reserves the right to accept or reject any or all the tenders in part or in full or may change the tender conditions at any stage, even during contract period, without assigning any reasons or to distribute the whole work between two or more contractors.
9. Canvassing directly or indirectly, in connection with tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.
10. At any time, prior to the date of submission of the tender, the department may for any reasons, modify/ amend bid document.
11. The department, may at its discretion, extend the deadline for submission of tender.
12. The department reserves the right to terminate the contract at any time without assigning any reason by giving one month's notice to the contractor.
13. The contractor shall continue the service on same terms until a new contractor is in place. The contract is extendable for a further period of one year on same terms and conditions at the discretion of the University.
14. Department shall be at liberty to test representative sample(s) of each item provided in the machines at the time of repair/ replacement of parts. The sample for testing shall be provided by the contractor/ supplier.
15. In case of any dispute the decision of the Vice Chancellor, Allahabad University shall be final and binding upon both the parties.
16. Only manufacturer or their authorized service dealers/distributers with valid TIN & PAN nos. are eligible to participate in the tender bid.
17. Conditional tenders are liable to be summarily rejected.
18. The work in full or part shall not be subletted to other agency. If such a violation comes to the notice of the department, the department shall be free to forfeit the entire amount of earnest money/ performance guarantee deposited by the firm.
19. The inspection of water coolers and water purifiers may be make on any working day between 11 AM to 2 PM from 01.06.2017 to 09.06.2017. **The Assistant Engineer (E), Allahabad University** may be contacted at his chambers, 33/11 KV substation for any clarification.
20. The contractor shall be responsible for behavior and conduct of it's workers. Worker with doubtful integrity or having a bad record shall not be engaged by the contractor. In this regard, it is also to be stated that the antecedents of the mechanics/ labourers to be deployed by the firm for execution of AMC work, may be verified from the local police.
21. The department will be at the liberty to ask for source and proof of procurement of materials used to repair/ replacement of the machines.
22. All the sub standard material if brought by contractor shall be rejected and shall have to be removed by him at their cost from the site immediately and this office will not be responsible for the safe custody of the same.

#### **VI. WARRANTY OF QUALITY AND QUANTITY:**

1. The awardees' shall give warranty that all the water coolers and water purifiers are serviced properly, repair/ replacement of parts wherever required have been executed as per the specifications laid down in contract agreement and the workmanship is up to the standard followed in industry.

2. Upon receipt of notice from Department, for defective material, the firm shall within 7 days of receipt of the notice, replace the defective material, free of cost at the destination. the firm shall take over the defective material at the time of their replacement. No claim whatsoever shall lie on the Department for the replaced goods thereafter. If the firm fails to replace the defective goods within a reasonable period, the Department may proceed to take such remedial actions as may be necessary, at the company's risk and expense.
3. One year warranty certificate for replaced compressor is to be submitted.

**VII. FORCE MAJEURE**

1. Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its Contractual obligations, if the affected party within 15 days of its occurrence informs in a written form to the other party.
2. Force Majeure shall means fires, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lock-outs beyond the control of either party.

**University Engineer**

Enclosure:

1. Technical Bid document **(ANNEXURE-I)**.
2. Financial Bid document **(ANNEXURE-II)**.

**LIST OF DIFFERENT TYPE AND MAKE OF  
WATER COOLERS AND WATER PURIFIERS**

- (i) **Water Coolers with Voltage Stabilizer**  
In All the deptts., all the offices and all the Hostels.
- |                          |   |                        |           |             |
|--------------------------|---|------------------------|-----------|-------------|
| a) 40/80 Ltr. capacity   | } | Approximate quantity - | <b>82</b> | <b>Nos.</b> |
| b) 60/120 Ltr. capacity  |   |                        |           |             |
| c) 150/150 Ltr. capacity |   |                        |           |             |
- (ii) **Water cooler cum purifier**
- |                         |                      |   |           |             |
|-------------------------|----------------------|---|-----------|-------------|
| a) 60/120 Ltr. capacity | Approximate quantity | - | <b>02</b> | <b>Nos.</b> |
|-------------------------|----------------------|---|-----------|-------------|
- (iii) **A.G.C.C.P. 40 Ltr/Hr. Capacity**
- |                      |  |   |           |             |
|----------------------|--|---|-----------|-------------|
| Approximate quantity |  | - | <b>02</b> | <b>Nos.</b> |
|----------------------|--|---|-----------|-------------|
- (iv) **Water Purifiers (Aquaguard/other make)**
- i
- |                       |   |                  |   |           |             |
|-----------------------|---|------------------|---|-----------|-------------|
| a) Aquaguard A.G. 200 | } | Approximate qty. | - | <b>23</b> | <b>Nos.</b> |
| b) Hi-flow            |   |                  |   |           |             |
| c) Classic            |   |                  |   |           |             |
- (v) **R.O. System**
- |                        |   |                  |   |           |             |
|------------------------|---|------------------|---|-----------|-------------|
| a) 15 Ltr/hr. capacity | } | Approximate qty. | - | <b>71</b> | <b>Nos.</b> |
| b) 25 Ltr/hr. capacity |   |                  |   |           |             |
| c) 50 Ltr/hr. capacity |   |                  |   |           |             |

**TECHNICAL BID DOCUMENT**

1. Name of the Party :
2. Address (with Tel. No., Fax no.) :
3. Name & Address of the Proprietor/  
Partners/Directors (with Mobile No. & E-mail) :
4. Contact Person(s) (with Mobile No. & E-mail) :
5. No. of years of experience in Service/  
Maintenance of Water Cooler machine and  
Water Purifiers. :
6. Permanent Account Number (PAN) :
7. Certified photocopy of IT return during the  
last three financial year ending March 2016. :
8. List of clients along with evidence for average  
gross contractual receipts of Rs. 5 Lakhs and  
above during the last three Financial years  
ending March 2016. :
9. Details of Earnest Money Deposit (EMD) :

**DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with Date)



**FINANCIAL BID DOCUMENT**

1. Name of the Party :
2. Address (with Tel. No., Fax no.) :
3. Name & Address of the Proprietor/  
Partners/Directors (with Mobile No. & E-mail) :
4. Contact Person(s) (with Mobile No. & E-mail) :
5. Annual Maintenance Contract (AMC) charges :  
(Rates in Rupees per unit/ per annum) (inclusive of  
all taxes)
- I. **Water Coolers and Voltage Stabilizers:**
  - (a) 40/80 Ltr. Capacity storage water cooler with stabilizer :17Nos
  - (b) 60/120 Ltr. Capacity storage water cooler with stabilizer :38Nos.
  - (c) 150/150 Ltr. Capacity storage water cooler with stabilizer :27Nos.
  - (d) 60/120 Ltr. Capacity water cooler Cum purifier :02Nos.
  - (e) 40 Ltr. Capacity AGCCP Water cooler :02Nos.
- II. **Replacement of compressors of water cooler with Gas charging and labour etc. complete.**
  - (a) 40/80 Ltr. Capacity :05Nos.
  - (b) 60/120 Ltr. capacity :10Nos.
  - (c) 150/150 Ltr. capacity :10Nos.
  - (d) 60/120 Ltr. capacity water cooler cum purifier :
  - (e) 40 Ltr. capacity AGCCP water cooler :01Nos.
- III **R.O. System (Kent/ other make)**
  - (a) 15 Ltr./hr. capacity :53Nos.
  - (b) 25 Ltr/hr. capacity :
  - (c) 50 Ltr/hr. Capacity :18Nos.
- IV **Water Purifier - (Aqua guard/other make) :**
  - (a) AG 200-200 Ltr./hr. Capacity :18Nos.
  - (b) Hi flow - 140 Ltr./hr. Capacity :
  - (c) Classic - 60 Ltr./hr. Capacity :05Nos.

**DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with Date)