

**INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH
THIRUVANANTHAPURAM (IISER TVM)**

(An Autonomous Institute under MoE, Govt. of India)



SCOPE OF WORK

NIT No: IISERTVM/EO/E&M/101-E/40/2025-26
dt:02.01.2026

Name of work: Annual Rate Contract for Maintenance of Water Purifiers at IISER, Thiruvananthapuram

1.0 SCOPE OF WORK

- 1.1 Under the annual maintenance service contract, the contractor shall maintain all water purifier units in perfect working condition throughout the period of contract.
- 1.2 The maintenance of the purifiers shall be according to the preventive maintenance schedule chart as follows.

<u>Period</u>	<u>Description of servicing</u>
Quarterly	During the visit, the service representative shall inspect the purifiers and it should be thoroughly cleaned so as to remove all accumulated sediments, carryout the minor adjustments for trouble free operation and to ensure that the Purifier is always in working conditions.

- 1.3 Besides periodic servicing of the equipment, contract shall include attending the breakdown calls within 24hrs providing and fixing of any components of the machine viz., thermostat, switches, indicator, electrical parts, PCB, part wiring or complete wiring (internally), etc. to ensure that machines function in proper way. The spare parts required for the repair/rectification will be issued from IISER or the contractor can supply the same with charges extra as applicable.
- 1.4 The contractor should make adequate changes in the purifiers as directed by the Engineer in charge.
- 1.5 The contractor shall be well equipped in site with all tools, testing equipment's for servicing arrangements.
- 1.6 The contractor shall make arrangement for consumables such as nuts , bolts, screws, cleaning cloths, blowers etc. on his own cost.
- 1.7 The contractor shall deploy qualified technician at the campus to attend the day-to-day break downs and regular service and the staff shall be available at site as and when required. They will report to Engineer in charge of the Project Engineering office and shall take necessary instructions.
- 1.8 The contractor shall maintain all the machines in good working condition throughout the contract period and they will be handed over to IISER TVM in working condition on the eve of the expiry of the contract period.
- 1.9 Contractor shall be called to attend to complaints during any time without any extra charges and he shall get the service reports signed from the users after completion of the work.
- 1.10 Normal code of ethics and discipline has to be followed by the contractor's labour while working at site.

- 1.11 Normal working hours followed by IISER TVM have to be adhered to by the contractor's labour except under special circumstances where prior permission of the engineer in charge.
- 1.12 In the event of damages to property or personal injury to IISER TVM / your personnel due to the negligence of your employees, the responsibility shall solely rest with the contractor. IISER TVM shall not be responsible for any injury / loss of life of the contractor's personnel due to natural calamities / accidents etc.
- 1.13 The contractor shall make his own arrangement for transport, canteen, safety arrangement, medical and other amenities for his personnel including Insurance.
- 1.14 The contractor shall depute only qualified Engineers / Technicians for attending the maintenance work.
- 1.15 In case after award of contract, the Contractor fails to undertake the maintenance work promptly, IISER TVM shall get the works done through other agencies at his risk and cost.
- 1.16 The contract shall be valid for a period of 'one year'. However, it can be extended for a further period of one year on mutual agreement or short close the same by giving one month prior notice in writing without any obligations.
- 1.17 In cases of poor workmanship and non-compliance of tender/agreement or services provided by the contractor are not found to be satisfactory, the contract shall be terminated by the department by giving 10 days' notice even before the expiry of contract period and shall be forfeited the performance guarantee without assigning any reason what so ever.
- 1.18 The vendor / firm shall be responsible for adherence to all labour laws & Apprentice Act, building and other construction workers (Regulation of employment and condition of service) Act 1996 and the building and other construction workers welfare cess Act 1996 as per latest amendment.

2.0 DOWN TIME COMPENSATION

- 2.1 In case the breakdowns are not attended within **24** hours downtime compensation at the rate of **2.5%** per day of the rate for the item will be recovered from the Contractor.
- 2.2 Any damage resulting to the system on account of the negligence or maloperation shall be made good by the contractor. Nothing extra will be paid for such work.
- 2.3 In case of breach of contract, the performance guarantee will be forfeited & contract may be terminated.

3.0 ADDITION/DELETION

IISER reserves the right to add or delete any similar water purifier unit to/from the scope during the period of contract.

4.0 SERVICE FACILITY

Complaint / Feedback / Performance report: - The Contractor will maintain all records of the complaints in a Register. The contractor will maintain preventive maintenance record of equipment and break down complaints under maintenance contract in the Register and get signature from the Engineer in charge or as authorized by EIC after completing the work. The register shall be kept under the custody of EIC.

Note: VENDORS SHALL VISIT THE SITE BEFORE QUOTING.