

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

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



TENDER DOCUMENT

**ADDITIONAL CONDITIONS AND SCOPE
OF WORK (VOL - II)**

NIT No: IISERTVM/EO/E&M/101-E/01/21-22
dt:20.04.2021

Name of work: Comprehensive Annual Maintenance Contract
for Water Purifiers in IISERTVM campus,
Thiruvananthapuram

1.0 SCOPE OF WORK

- 1.1 Under the comprehensive 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>
Monthly	Servicing and replacing of faulty components if any, rectifications of leaks etc. if required. 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.
Yearly	Replacement of sediment filter-1no., Carbon filter-1no. in each purifier units within the service period or getting faulty which ever is earlier for Eureka forbes HOT and COLD type purifier during the service contract.
	Replacement of 20" sediment filter-1no and 20" carbon filter -1no. in each purifier units within the service period or getting faulty which ever is earlier for Eureka forbes AG Pure chill model purifier during the service contract.
	Replacement of sediment filter-1no. and Carbon filter-1no. in each purifier units within the service period or getting faulty which ever is earlier for Wall mounted type water purifier during the service contract.

- 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 (free of cost) viz., thermostat, switches, indicator, electrical parts, PCB, nuts, bolts, screws, repair/replacement of fan motor, brazing of coils if leaking, part wiring or complete wiring (internally), supplying and charging of refrigerant gas, replacement of faulty compressor with new one or manufacturer repaired compressor (no cut weld/locally repaired compressor will be accepted as replacement), and replacement or repairing of condenser coil etc. to ensure that machines function in proper way.
- 1.4 In the event of a compressor failure, the contractor should guarantee that the same would be replaced with a genuine compressor of the same make or

- through his authorized service agent and certificate or documentary evidence to this effect should be furnished.
- 1.5 The contractor should make adequate changes in the purifiers as directed by the Engineer in charge.
 - 1.6 The contractor should attend the complaints of out of warranty water purifiers which were not included in the BOQ as directed by Engineer in charge. The payment of these purifier complaints shall be made extra on submission of necessary bills.
 - 1.7 The contractor shall be well equipped in site with all tools, testing equipment's for servicing arrangements.
 - 1.8 The contractor shall make arrangement on his own method for gas fillings, brazing, and welding arrangements at his own risk.
 - 1.9 Sufficient stock of spare parts for all kinds of machines shall be kept in his stores. The contractor shall ensure that no machine is idle for more than a day due to non-availability of spare parts. Violation of this shall attract penalty as per conditions 5.2,5.3 and 5.4
 - 1.10 The spares brought for replacement shall be got approved before replacing.
 - 1.11 In case due to some reason, if any particular is likely to be under breakdown for more than one day the contractor shall replace the machine by a service unit from the list at his own cost.
 - 1.12 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.
 - 1.13 The contractor shall thoroughly check and service all the machines once in every month for its efficient operation.
 - 1.14 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.
 - 1.15 Contractor shall be called to attend to complaints during any time without any extra charges and he shall get the token issued by the EIC signed from the users after completion of the work.
 - 1.16 Normal code of ethics and discipline has to be followed by the contractor's labour while working at site.
 - 1.17 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.
 - 1.18 All the faults will be attended at site. In case of a major fault, if the machine is required to be taken to the company workshop, the company shall provide a replacement unit till the time the machine sent for repairs is positioned back.

- 1.19 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.
- 1.20 The contractor shall make his own arrangement for transport, canteen, safety arrangement, medical and other amenities for his personnel including Insurance.
- 1.21 The contractor shall depute only qualified Engineers / Technicians for attending the maintenance work.
- 1.22 All spares replaced from the systems, being Contractor's property, the same shall be taken out of our premises against proper gate passes.
- 1.23 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.
- 1.24 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.
- 1.25 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.
- 1.26 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 POWER SUPPLY

IISER TVM shall not guarantee the supply of electricity and no compensation shall be entitled for any damages occurred for due to failure, short circuit of electricity.

3.0 RESPONSIBILITY OF IISER TVM

IISER TVM shall hand over all the units indicated to the contractor in good working condition prior to the starting of the contract. Contractor shall attend promptly to the complaints received by him from IISER TVM and try to rectify the fault within 24hrs from the registration of the complaints. However in case any major breakdown such as compressor, fan motor, leakage of refrigerant etc., contractor must attend promptly and quickly and complete the same

within 48 hours from the receipt of complaints. In case the contractor fails to rectify the fault within the stipulated time he should install a standby service unit at no extra cost at the place of breakdown in order to continue the operations.

4.0 PAYMENT

No advance payment will be made. Payment shall be made on monthly basis on production of inspection and service call report along with your bill. Income tax will be recovered at the prevailing rate from your bill.

5.0 DOWN TIME COMPENSATION

5.1 If OEM or genuine component is not used as maintenance spare, the cost of the equipment will be paid by the vendor if the equipment becomes unserviceable.

5.2 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 annually will be recovered from the Contractor.

5.3 In case the major faults (compressor failure, gas leakage, heating unit etc) are not attended within **48** hours downtime compensation at the rate of **5%** per day of the rate for the item annually will be recovered from the Contractor.

5.4 Beyond **72** hours if the equipment gets repaired in the open market, the actual rate of the same annually shall be recovered from the contract. In extreme cases, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted to at the discretion of the competent authority.

5.5 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.

5.6 In case of breach of contract, the performance guarantee will be forfeited & contract may be terminated.

6.0 ADDITION/ DELETION

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

7.0 WATER QUALITY

It will be the responsibility of contractor to submit the treated water quality analysis report as "Potable water " from Govt Analytical Lab **at any time** as deemed fit by IISER. In case the water analysis report is not potable/water sample fails, no payment in respect of machine whose water fails will be made for full one quarter as penalty and for subsequent period also AMC/use of water of machine will commence from the date water analysis

report certifying water as potable is received. Sealed water samples will be made available by IISER to the vendor for getting analysis report. Payment of water analysis will be beared by the bidder and its aspect may be considered while quoting rates.

8.0 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.