



सरदार वल्लभभाई राष्ट्रीय प्रौद्योगिकी संस्थान, सुरत
सरदार वल्लभभाई राष्ट्रीय प्रौद्योगिकी संस्थान, सुरत
SARDAR VALLABHBHAI NATIONAL INSTITUTE OF TECHNOLOGY, SURAT
(An Institute of National Importance, Ministry of Education, Government of India)

SVNIT

No. Estate/IMMC/66/2024

Date: 29/05/2024

To,
SVNIT Website

Sub.: Enquiry for "Maintenance and Repairing of Water Coolers installed at Gajjar Bhavan (03 Nos. - 150 LPH), Mother Teresa Bhavan (01 No. - 150 LPH), Bhabha Bhavan (02 No. - 380 LPH), Swami Vivekanand Bhavan (01 No. - 150 LPH) and Central Library (02 No. - 80 LPH)" in the SVNIT Campus, Surat.

You are requested to quote your rates for maintenance and repairing of water coolers installed at various hostels in the SVNIT campus, Surat listed overleaf. The quotations may be sent to the undersigned in a sealed envelope and superscripted as Quotation with reference to enquiry no.: **Estate/IMMC/66/2024, dated: 29/05/2024** for "Institute Mechanical Maintenance Committee (IMMC), Estate & Store Section. Your quotation should reach the undersigned on or before **12/06/2024 at 5:00 P.M. addressed to The Director (Kind. attention Chairman, IMMC), Establishment Section, Administrative Building, S. V. National Institute of Technology, Ichchhanath, Surat – 395 007, Gujarat.**

The quotations should be furnished with the following information.

- (1) The complete set of specifications should be given.
- (2) The maintenance and repairing contract of water coolers is for the period of 30 days from the date of issue of confirmed order.
- (3) The rates specified in the quotation are for maintenance and repairing of water coolers on F.O.R. Institute basis.
- (4) GST and any additional charges should be clearly specified in the quotations at the concessional rates allowed to educational institutions as per the relevant notification of the Government.
- (5) The period of validity of the quotation should be at least 30 Days. Offer subject to prior sale may please be avoided.
- (6) Payment shall be made within a period of thirty days from the date of satisfactory completion of the work & submission of bills and official procedure from account section of the institute.
- (7) Offered quotation may be rejected if any ambiguity is found.
- (8) The Director reserves the right to accept offer, which are not strictly in conforming to the specifications but otherwise, found suitable. If offer do not comply with specifications or found in non-working condition, the same is to be taken from the institute, at the cost and responsibility of the supplier.
- (9) The maintenance and repairing contract of water coolers carrying out replacement of parts/materials and general services to keep them, in healthy & sound working condition in the SVNIT campus, Surat.
- (10) The agency is advised to have a site visit, inspect the water coolers before submitting the quotation and complete details of Water Cooler.
- (11) The acceptance of inquiry will rest with the competent authority (The Director) who does not bind himself to accept the lowest one and reserves the right to accept or reject any or all the inquiry tenders without giving any reasons thereof.
- (12) The maintenance and repairing contract of water coolers will be executed under the direct supervision of the IMMC.
- (13) **SCOPE OF WORK:**
 - a) They must check all water coolers thoroughly & quote accordingly to maintenance, repairing and service. The water coolers after maintenance, repairing, service be handed over in fully functional condition during & after completion of contract period.
 - b) Maintenance and repairing shall be carried out for mentioned systems at a stretch.
 - c) Service mechanics shall ensure trouble free operation of specified water coolers systems at its location, which are required to be on continuous operation round the clock.

- d) After maintenance, repairing and service report shall be maintained for each water coolers and submitted to IMMC. If required items may be added for maintenance and repairing of water coolers.
- e) Service Provider should depute trained and technically competent service engineer / engineers at SVNIT premises to ensure proper upkeep of equipment and quick resolution of fault during the contract period.
- f) Service provider should ensure availability of suitable instruments / tools for their service engineer to examine and repair the water coolers. Any cleaning solution or chemical required also to be made available to service engineer.
- g) Service provider shall maintain the confidentiality of any information related to the systems under contract. Service provider will be required to take appropriate actions in respect of personnel engaged to ensure the obligations of non-use and non-disclosure of confidential information.
- h) Service provider shall ensure strict compliance of scope of services as per package offered by them and specified in the order.
- i) Replacement of Compressor, Gas charging, MFD capacitors, Fan motors and other parts shall be under responsibility of service provider as specified in relevant package.

(14) PRIORITY:

It is mandatory to give priority in maintenance and repairing activity to restore the equipment to normal service.

(15) WORK SCHEDULE:

All service work provided in the contract are to be performed during normal working hours i.e., between 9:00 a.m. to 6:00 p.m. on normal working days.

(16) GENERAL TERMS & CONDITIONS OF THE CONTRACT:

- a) It is the responsibility of the agency to make necessary arrangement for conveyance / transportation of men and materials of the agency throughout the contract period to reach work spot.
- b) The agency shall insure him and all his staff against accidents for the duration of the contract period at his cost. They shall follow necessary safety practices for working at height, inside buildings, etc. The purchaser will not be responsible for any type of injury including death caused to the agencies personal during the work.
- c) All the tools, general handling equipment's, etc. required for maintenance and repairing of water coolers shall be brought by the service mechanics themselves. The agency shall duly endorse the list of his items, tools, equipment's etc. enter at SVNIT main security gate, which are being brought inside for maintenance of the water coolers.
- d) Maintenance and repairing shall be carried out according to the instructions of IMMC.
- e) The agency's staff must wear personnel protective equipment such as helmets, cotton uniform, safety belts, shoes, safety goggles etc.
- f) Director, SVNIT reserves the right to withdraw and/or to cancel the contract in case of failure to provide service or services are not found satisfactory.
- g) The services contract is non-transferable or sublet.
- h) In case of any dispute, it will be subject to Surat jurisdiction only.
- i) The agency must furnish duly filled and signed copy of the contract charges as mentioned in the below format with applicable taxes along with offer without fail.

(17) SPECIAL TERMS & CONDITIONS OF THE CONTRACT:

- a) Service provider shall have experience in repair and maintenance services
- b) Water coolers is to be checked for ensuring output water TDS level within permissible limits as per specification of the equipment during contract.
- c) The maintenance and repairing includes repairing, maintenance & general services of the various equipment and/or replacement of any items necessary for keeping the systems in active working condition and free from any defects/disturbance and on any unscheduled call for corrective and maintenance services.
- d) The SVNIT shall provide details of Systems Quantity, Location, Brief Problems of Machine (if any), to enable the service provider to prepare the maintenance work.
- e) Service Provider, as per need and requirement of the contract fulfillment, shall ensure appropriate deployment of the manpower.

- f) Maintenance and repairing should be conducted as per standard accepted guidelines for the water cooler. The parts/components/sub-assemblies used for repair/replacement by the service provider will be of same make and functional capability as originally available in the systems. All types of spares, consumables and accessories shall be available with the service provider for equipment's covered under the contract.
- g) The new parts when to be fitted is to be verified before fitting to equipment's. The removed part is to be handed over to SVNIT. In case service provider notice any part is missing same to be brought to notice of SVNIT or otherwise responsibility shall be of service provider.
- h) Service provider shall ensure that only original parts of same make/brand are used for replacement.
- i) Escalation matrix and name of persons coordinating contract jobs to be submitted to SVNIT after contract is awarded. The service provider shall provide service support as and when required during the contract period without any extra cost.
- j) Immediately on award of the service contract, the service provider would give a report regarding taking over of the water coolers. It shall be the responsibility of the service provider to make the water coolers work satisfactorily throughout the contract period, also to hand over the water purification systems to SVNIT in working condition on expiry of the contract.
- k) All the consumable articles / parts such as material required for cleaning, repairs and maintenance will be provided by the service provider at no extra charge to SVNIT. The spares and accessories shall be of standard quality. The spares and accessories shall be compatible with system and according to specification provided by the manufacturer and with best quality.
- l) The maintenance and repairing shall be carried out primarily at the premises as specified in the service order, during office hours. In case, the Service Provider feels that the equipment cannot be repaired at site, they should carry and deliver the equipment back at their own cost and risk to get it repaired promptly. While taking out the equipment gate pass to be obtained from the SVNIT (Chairman/Member of IMMC).
- m) After carrying out repair when required certificate regarding equipment working should be obtained from concerned user department representative.
- n) In case the Service Provider fails in adhering to the maintenance requirements, and SVNIT made alternative arrangements for the servicing/maintenance, then Service Provider would reimburse the cost of such arrangements.
- o) A maintenance report shall be submitted by the service provider to the SVNIT (Chairman/Member/Engineer-In-Charge of IMMC).
- p) Service provider to give guarantee/warranty for the replaced part as per OEM guarantee/warranty or at least 12 months if not covered in OEM warranty. Service provider is to ensure that only original parts of same model/brand are used for replacement. In case of replacement of parts are not covered as per the package applicable service provider shall ensure that rates charged are not more than OEM rates.
- q) System up time: Service provider shall ensure that systems are maintained and in case of any reported fault shall be repaired without any delay. The total up time of the equipment should be 95% of the period covered in the contract.
- r) Service provider shall be responsible for ensuring that the resources employed for carrying out the servicing and repair shall conduct themselves appropriately in the premises of SVNIT.
- s) The service provider shall provide proper identification cards for the resources and uniform etc. so that the only authorized service persons are attending to the servicing and repair work. The details of resources who shall be used for carrying out work should be informed in advance to maximum extent possible.
- t) The resources used by service provider to carry out maintenance and repairing shall be on rolls of service provider and shall have no claim whatsoever for any benefits from the SVNIT. Service provider shall be responsible for complying with any applicable minimum wages and other statutory compliances. In case of any accident during delivery / supply of stores / service / work leading to injuries/damages to human being/equipment, or loss of life the bidder shall be fully responsible for settling all claims and indemnify the department against any claim arising out of the such accident.

SCHEDULE OF QUANTITY

Sr. No.	Brief Description of Items	Rate	Qty. req.	Total Amount
A	ITEMS TO BE SUPPLY, INSTALL, TESTING, COMMISING, MAINTANCE AND REPAIRING AS REQUIRED.			
1	LOCATION: MESS-I, GAJJAR BHAVAN (150 LPH WATER COOLER)			
	Supply and Installation of New Compressor		03 Nos.	
	Gas Charging		03 Nos.	
	Replacement of 45 MFD Capacitor		03 Nos.	
2	LOCATION: 4TH FLOOR, MTB (150 LPH WATER COOLER)			
	Supply and Installation of New Compressor		01 No.	
	Gas Charging		01 No.	
3	LOCATION: MESS-I, BHABHA BHAVAN (380 LPH WATER COOLER)			
	Supply and Installation of New Compressor		01 No.	
	Gas Charging		01 No.	
	Replacement of 45 MFD Capacitor		01 No.	
4	LOCATION: MESS-II, BHABHA BHAVAN (380 LPH WATER COOLER)			
	Capacitor		01 No.	
	Gas Charging		01 No.	
	Fan Motor		01 No.	
	Motor Stand		01 No.	
	Service Charge		01 No.	
5	LOCATION: SWAMI VIVEKANAND BHAVAN (150 LPH WATER COOLER)			
	Supply and Installation of New Fan Motor		01 No.	
6	LOCATION: 1ST FLOOR, CENTRAL LIBRARY (80 LPH WATER COOLER)			
	Gas Leakage		01 No.	
	Gas Charging		01 No.	
	Service Charge		01 No.	
7	LOCATION: 3RD FLOOR, CENTRAL LIBRARY (80 LPH WATER COOLER)			
	Condenser		01 No.	
	Gas Charging		01 No.	
	Fan Motor		01 No.	
	Service Charge		01 No.	
	TOTAL EXCLUDING GST			
	+ GST@ 18%			
	TOTAL INCLUDING GST			
B	TERMS & CONDITIONS		COMPLY (YES/NO)	
1	Attested copy of valid registration certificate of registered contractor/shop.			
2	Attested copy of valid registration certificate of GST & PAN.			
3	Packing & Freight and Transportation Charges (If applicable)			
4	Delivery / Time Limit (In days)			
5	Validity (In days)			
6	Payment Terms			
7	Guarantee/Warranty (On applicable items only)			

Note:

1. Quotation must be provided on the firm's/company's latter pad.
2. Also fill this enquiry and Sign each page by authorized signatory along with firm's/company's seal/stamp.

Yours faithfully,

**Sd/-
FOR, DIRECTOR**