

مولانا آزاد نیشنل اردو یونیورسٹی  
 MAULANA AZAD NATIONAL URDU UNIVERSITY  
 (A Central University)



No. MANUU/ES/333/2018-19/42

Dated 27/03/2019

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The Executive Engineer, MANUU, Hyderabad invites on behalf of the Vice-Chancellors, Sealed item rate quotations from the CPWD contractors/reputed service agencies for the following work so as to reach this office up to 15:00 PM on 05.04.2019 and will be opened on the same day at 15:30 hours. Blank quotation forms can be obtained from this office at free of cost up to 14:00 Hours on 05.04.2019.

**Name of Work: Comprehensive Annual Maintenance Contract for Water Coolers installed at various building, MANUU Campus, Hyderabad.**

Item No.	Description of Item	Quantity	Unit	Rate		Amount
				In Fig	In words	
1	Comprehensive Annual maintenance and servicing of water coolers including weekly onsite preventive and corrective maintenance and on call necessary repairing, replacement of all defective / damaged parts, replenishing the compressor gas, components and all other accessories free of cost etc., complete for effective functioning as per the direction of Engineer-in-Charge.					
1.1	Water cooler 150/150 litre capacity.	70 Nos.	Each unit per Year			
1.2	Water cooler 40/40-60/40 litre capacity.	5 Nos.	Each unit per Year			
	Total					

**Terms and Conditions:**

1. The work shall be carried out as per manufacturer's Specifications and Terms and conditions enclosed with the Notice Inviting Quotation.
2. The time allowed for contract is one year (12 months) from the date of Issue of the Work Order.
3. The rates should be quoted in figures and words and inclusive of GST and nothing will be paid extra.
4. Necessary recoveries of IT & GST as applicable will be deducted from the gross amount of bill.
5. The payment will be made on Quarterly basis after satisfactorily attending the maintenance work.

**CONTRACTOR**  
 Address

  
 Executive Engineer

**Copy to:**

1. The Registrar, MANUU, Hyderabad.
2. The Director CIT, MANUU, Hyderabad for uploading in the website.
3. Notice board, MANUU.
4. The Executive Engineer, HCED-I & II CPWD for displaying in their notice board.

Gachibowli, Hyderabad – 500 032.

09440236909; 040-23008468 & 23008320 (or) EPABX 23006612/13/14/15 Extn. 111 & 221.  
 website: www.manuu.ac.in

*Terms & Conditions of the Comprehensive Annual Maintenance Contract for Water Coolers:*

1. The scope of Comprehensive Annual Maintenance services will consist of:
  - (a) The Technician from the agency shall attend the university every week for onsite preventive and corrective maintenance of water coolers.
  - (b) The agency shall attend the complaints within 12 hours of reporting by the University and repair the defective / damaged water cooler within 24 hours. If the AMC provider fail to attend the calls within 48 hours, MANUU reserve the right to get the repairs done by other Agency/Contractors at the risk and cost of the Agency.
  - (c) A complaint log book shall be maintained by the Agency and records of preventive and corrective maintenance should be provided to the Engineering Section on weekly basis.
  - (c) The maintenance contract includes necessary repairing, replacement of all defective / damaged parts, replenishing the compressor gas, components and all other accessories free of cost.
2. Eligibility criteria:
  - i. The agency should have a valid Trade license/ registration with the Registrar of Companies, Telangana.
  - ii. The agency should have a valid GST, PAN/TIN registration.
  - iii. The agency should be in the field of repair, servicing and maintenance of water coolers/ Refrigerators/ Air-conditioners for the last three years.
3. Documentary proof for the Eligibility criteria at Para 2 should be enclosed along with quotation with self attestation.
4. The initial period of contract is for a period of one year (12 months) from date of signing this agreement. The contract may be extended for a further period up to 12 months on the same terms and conditions on mutual agreement based on the satisfactory services provided by the Agency/Contractor.
5. The Agency/Contractor has to provide on call maintenance services on all working days from 10:00 to 18:00 hrs (Monday-Friday). Provision of availability of service engineers on Saturday, Sundays and on other public holidays should be made in hostels and guest house in case of exigency. Response time (time from placement of call to the engineer attending the machine) for attending the machines should be less than 48 hours.
6. The contractor shall provide maintenance services through qualified staff (Diploma/ ITI certificate holders of AC & Refrigeration.)
7. The new parts / components / sub-assemblies used for repair / replacement by the contractor should be same and original make / equivalent or higher make & version and functional capability as originally available in the systems.
8. The Contractor is required to handover all replaced/dismantled components to the Engineering Section after the replacement.
9. The contractor will arrange all other parts / components / sub-assemblies, compressor gas etc free of cost and these are the part of comprehensive AMC.

10. The water coolers that are not serviceable by the Agency/Contractor beyond economical repair due to obsolescence of technology or non-availability of parts / components / assemblies will be withdrawn from the maintenance contract. The decision of MANUU regarding non-availability and obsolescence of technology will be final. Withdrawal of such water coolers shall be communicated to the contractor and equivalent maintenance charges shall be deducted from the amount due to the contractor.
11. The contractor is to provide land line / mobile phones number with e-mail address of the service personnel to register the complaints. The Agency/Contractor and MANUU are to identify one single point of contact for effective communication.
12. The contractor may provide consultancy to MANUU that would provide more efficiency in working. The Agency/Contractor may also implement / suggest Energy saving & Environmental safety measure. Any decision in this regards rests with University.
13. Quarterly Review will be held with the Agency/Contractor support head in Hyderabad or with the Onsite Engineer assigned contact at MANUU.
14. If service of the Agency/Contractor is not found satisfactory, the CONTRACT will be terminated by the University at any stage with one month notice and without any obligation on its part. However, if the Agency/Contractor desires to terminate contract, a clear 3 months notice is required to be given. In absence of such notice, the Agency/Contractor shall be liable to pay proportionate AMC charges in lieu of 3 months notice period. No correspondence in this matter will be entertained.
15. The AMC payment will be made on Quarterly basis at the end of three months as per the rates quoted by the Agency.
16. In case of any dispute, Hyderabad will be the Jurisdiction and the Registrar, Maulana Azad National Urdu University, Hyderabad shall decide the issue and his decision will be final and shall be binding on the both parties.



**Executive Engineer**  
**Maulana Azad National Urdu University**  
Gachibowli, Hyderabad – 500032