



PURCHASE SECTION

No. MANUU/Purchase-II/F.12/2016-17/782

20<sup>th</sup> October, 2016

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**Sub:** MANUU – Purchase – Annual Maintenance Contract of Water Coolers – Limited  
Tender Enquiry – Reg.

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**Invitation of bid:**

1. Sealed tenders are invited for comprehensive maintenance services of various makes and capacity of water coolers installed at different locations at Maulana Azad National Urdu University (MANUU), Gachibowli, Hyderabad–500032 as per annexure-I duly super scribed as “**Tender Document for AMC of Water Coolers**” should reach the Purchase Section, Maulana Azad National Urdu University (MANUU), Gachibowli, Hyderabad–500032 on or before **03.11.2016 by 3.00 p.m.**
2. At present the University has 85 water coolers of various capacities, the details of which are placed at Annexure–I. The actual number may either increase or decrease at the time of award of contract.
3. The number of water coolers may be withdrawn/added at any time during the period of contract; any Maintenance charges for such equipment will be payable at pro-rata basis. Similarly water coolers can be added during the period of comprehensive AMC and maintenance charges will be paid pro-rata basis.
4. As a token of acceptance of all the terms and conditions mentioned in this document, the bidder is required to sign all pages of this document and return the same along with their bid. Unsigned tender documents will be summarily rejected. The price bid of those bidders will only be opened who fulfill all the requirements of the technical bid.

**Description of the Work:**

5. The annual maintenance services will consist of:
  - (a) To attend complaints within 12 hours on the same day / or on the next day from the complaint reported by departments / sections / individuals of MANUU on daily basis and to set defective / damage water cooler functioning in order within 24 hours. If the AMC provider fail to attend the calls within 24 hours, MANUU reserve the right to get

the work done by other firms and deduct such expenses from AMC charges. Stand by equipment may be provided to the users failing which an amount of Rs. 200 per day will be levied towards penalty.

- (b) Onsite preventive and corrective maintenance of water coolers at MANUU where the above equipment is installed as indicated from time to time. Records for preventive and corrective maintenance should be provided to the Purchase Section.
- (c) The maintenance contract will include necessary repairing, replacement of all defective / damaged parts, compressor gas, components and all other accessories free of cost.

6. The period of contract will be initially for a period of one year from date of signing agreement. The contract may be renewed for further one year / less at a time, at the discretion of MANUU based on satisfactory services provided by the agency.

7. The maintenance services will be provided on all week days from 09:30 to 6.00 p.m. (Monday-Saturday). Provision of availability of service engineers on, Sundays and on other public holidays should be made 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 12 hours.

8. The maintenance service agency shall provide maintenance services through qualified staff (Engineers / Technicians of Mechanical / water coolers Branch). Names of at least 2 qualified services engineers / technician with details of qualification and having more than 5 years of experience in the relevant field may be provided.

9. Agency is required to provide all defective / damage components to the Purchase Section after the replacement. 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.

10. The contractor will arrange all other parts / components / sub-assemblies, compressor gas etc free of cost and these are the part of comprehensive AMC.

11. The water coolers that are not serviceable by the agency / 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 agency and equivalent maintenance charges shall be deducted from the amount due to the agency.

12. The contractor is also obliged to provide land line / mobile phone numbers to book the fault to call the Engineers. The firm and MANUU are to identify one single point of contact for effective communication.

### **General Conditions:**

13. The University reserves all the right to accept or reject summarily any or all tenders in whole or in part without assigning any reason whatsoever, or increase or decrease the quantities of any item of the work and the successful tenderer shall perform the same at the rate quoted.

14. The late bids received will not be considered and the University does not take any responsibility for delay, loss or non-receipt of a quotation after dispatch.

15. An EMD from any nationalized banks amounting to Rs.10,000/- favouring MANUU, payable at Hyderabad valid for three months. Tender received without EMD shall be summarily rejected. The EMD of unsuccessful bidders will be returned back without interest. The EMD of the successful bidder will be converted into Security Deposit and will be returned after the successful completion of contract and agreed by the University / submission of the bank guarantee. The security deposit will be forfeited if any of the conditions of contract is contravened besides any reason taken against the contractor or for breach of conditions of AMC.

16. The agency must be authorized sale and service dealer of any reputed water coolers firm, should have VAT registered and service tax registration with concerned Department. Copies of supporting documents must be attached. The bidder must have their own office at Hyderabad / Secunderabad with customer support Engineers (CSEs) and necessary call logging, escalating and follow up mechanism.

17. The firms are required to furnish the following details with tender:

- (i) Valid registration no. of the firm for VAT / Service Tax.
- (ii) I.T. returns for the last financial year.
- (iii) List of Engineers / Licensed staff with their experience.
- (iv) Proof of experience in the field for the last five years.
- (v) List of organizations whom served the AMC.

18. The agency should be in water coolers industry for at least 5 years and must have carried out comprehensive maintenance work in government organization worth of 4 lakh and above for water coolers. List of clients and experience certificate with name, complete address and contact person with telephone number where the company is currently maintaining / maintained water cooler should be attached.

19. The firm may provide consultancy to MANUU that would provide more efficiency in working. The firm may also implement / suggest Energy saving & Environmental safety measure. Any decision in this regards rests with University.

20. Quarterly Review will be held with the firm support head in Hyderabad or with the Onsite Engineer assigned contact at MANUU.

21. The bidders may visit the University with prior intimation on any working day and survey the installed water coolers in the campus before submission of tender. They should submit such survey report along with their bids.

22. If service of the firm 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 firm desires to terminate contract, a clear 3 months notice is required to be given. In absence of such notice, the firm shall be liable to pay proportionate AMC charges in lieu of 3 months notice period. No correspondence in this matter will be entertained.

23. The contract will be awarded to the lowest quoted firm (L-1) on item wise. Both the parties will formally sign an agreement with a view to give effect to this contract.

24. Rates quoted shall be in figures as well as in words. In case of discrepancy, the lowest quoted amount will be taken as valid.

25. The Financial bids of those firms whose technical bids are considered fit by the University authorities shall be opened, the decision of the University in this regards shall be final and no correspondence shall be entertained. The technical bids will be scrutinized by committee nominated for the purpose. The financial bids of only technically qualified firms will be opened. The technical qualification includes the scrutiny of documents submitted by the firm, may visit to the firm including man power employed or any other method the committee deem to be fit. The decision of the University shall be final.

**Security Deposit:**

26. The L-1 firms should submit 10% value of the Work Order as Performance Guarantee in the form of D.D / Fixed Deposit (Joint Account) / Bank Guarantee in favour of MANUU which will be released after 60 days after fulfilling of all tender obligations.

***Payment Terms and condition:***

27. The payment to the contract will be made on half yearly basis (50%) at the end of six months against invoice with TIN number, raised by the contractor and based on past performance with successful Preventive Maintenance and satisfactory feedback from the users. TDS, as applicable, may be deducted before making the payment. The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes, levies and all charges as applicable. No escalation of prices shall be permitted on any ground.

**Penalty:**

28. In case of maintenance agency fails to make the equipments operational within 24 hours, the equipments may be got serviced from open market at the risk and cost of maintenance agency, standby water coolers may be provided to the users, failing which the amount of Rs. 200/- per day will be recovered from the AMC charges.

29. The firm should indicate PAN details in the claims. Incase absence of which TDS @ 20% will be deducted by the University.

**Jurisdiction:**

29. In case of any dispute, Hyderabad will be the Jurisdiction and the Registrar, Maulana Azad National Urdu University, Hyderabad shall decide the issue and their decision will be final and shall be binding on both the parties.

Place: Hyderabad

Date: .....

Sd/-  
**Assistant Registrar**  
(Purchase & Stores )  
Maulana Azad National Urdu University  
Hyderabad

**Annexure –I**

**AMC for various capacities of Water Coolers various Departments of University**

<b>Sl. No.</b>	<b>Description of A.C. with Model / capacity</b>	<b>Quantity</b>	<b>Location</b>
1.	Water Coolers 150/150 capacity	83	06 –Admin building 01-CULLC 02-DDE 03-LHC 01-Sports complex 02-Media Centre 04-Central Library 02-CPDUMT 04-CS & IT 02-ITI, Hyd. 04-Polytechnic, Hyd. 07-Edn. & Trg. 01-Health centre 05-School of LL&I 08-Boys Hostel-I 08-Boys Hostel-II 04-Boys Hostel-III 04-CPDUMT Hostel 08-Girls Hostel 05-Gulzar Girls Hostel 02-School of Sciences
2.	Water Coolers 40/80 & 60/80 Ltr. capacity	04	02- Admin Building 01-CPDUMT Hostel 01-Engg.Sec.(old building)
<b>3.</b>	<b>TOTAL</b>	<b>87</b>	

Place: Hyderabad  
Date: 20<sup>th</sup> October, 2016

**Assistant Registrar (Purchase)**  
Maulana Azad National Urdu University  
Hyderabad

## Annexure –II

AMC for various capacities of Water Coolers various Departments of University

Sl. No.	Description of A.C. with Model / capacity	Qty	Unit Price	Total Amount (including taxes & all charges)
1.	Water Coolers 150/150 capacity	06 –Admin building 01-CULLC 02-DDE 03-LHC 01-Sports complex 02-Media Centre 04-Central Library 02-CPDUMT 04-CS & IT 02-ITI, Hyd. 04-Polytechnic, Hyd. 07-Edn. & Trg. 01-Health centre 05-School of LL&I 08-Boys Hostel-I 08-Boys Hostel-II 04-Boys Hostel-III 04-CPDUMT Hostel 08-Girls Hostel 05-Gulzar Girls Hostel 02-School of Sciences		
	<b>Total:</b>	<b>83</b>		
2.	Water Coolers 40/80 & 60/80 Ltr. Capacity	02- Admin Building 01-CPDUMT Hostel 01-Engg.Sec.(old building)		
	<b>Total:</b>	<b>04</b>		
<b>3.</b>	<b>Grand Total (83 +4)</b>	<b>87</b>		

Place: .....  
Date: .....

Authorized Signature of the  
firm with Stamp

