



INDIAN INSTITUTE OF MANAGEMENT KASHIPUR
Kundeshwari, Dist. Udham Singh Nagar, Kashipur – 244713
Uttarakhand (India)

website: www.iimkashipur.ac.in

TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC)
OF WASHING MACHINES INSTALLED IN HOSTELS OF IIM KASHIPUR

Due date: 24.04.2019 at 3.00 PM

Tender No. IIMKPV/LTE/06/2018-19. Date: 29.03.2019

Notice Inviting Tender and Schedule of Events

Sealed Tenders are invited under single bid system from reputed experienced and financially sound parties for the following work:

Name of Work	Comprehensive AMC of Washing Machines installed in hostels of IIM Kashipur.
Tender No.	Tender No.: IIMKPV/LTE/06/2018-19 Date: 29.03.19
EMD	Rs.5000/- (Rupees Five Thousand Only) by Demand Draft/Banker's Cheque in favour of Indian Institute of Management Kashipur payable at Kashipur
Contract Period	The period of contract will be initially for two years . The contract may be extended by another one year on the basis of satisfactory performance.
Issue of Tender	The tender document can be downloaded from the Institute website – www.iimkashipur.ac.in . Please keep visiting our website for any corrigendum/amendments and submit the bid document accordingly.
Query (if any)	In case of any query, it may be clarified / asked till 24 Apr 19
Submission / Receipt of Tender	Up to 15:00 hrs on 24 th April 2019 at IIM Kashipur
Opening of Tender	The tenders shall be opened on the same day, i.e. 24 th March 2019 at 15:30 hrs.
Contact Person (for any clarification)	Store and Purchase Officer, IIM Kashipur Phone: 09935099806, email: shivashish.tripathi@iimkashipur.ac.in
Proposed date to Commence the Operations	01 May 2019

Scope of Work

- a) IIM Kashipur is proposing to enter into a rate contract for the period two years for comprehensive Annual Maintenance Contract (A.M.C.) for Washing Machines of the quantity/make/model as mentioned in Annexure- II of this document. The tentative date to start the initial AMC is 01 May 19. The AMC will lapse on completion of two years from the date of start of initial AMC irrespective of completion of annual cycle for any individual washing machine included and covered in between the contract tenure. The reputed manufactures/ vendor/ supplier/ authorized

dealers/franchise/firm/proprietor/service providers capable of rendering such services is to quote the annual rates separately for each type of washing machine listed in Annexure-II, (Details as per Annexure-II).

- b) The contract will be for two years however the yearly rates to be quoted for each type of machine which will be payable on half yearly basis on completion of each six month of the AMC tenure.
 - c) The contract may be extended for another period of one year beyond initial two years, based on satisfactory services and subject to mutual agreement of both the parties. The rate variations for such extension, if any shall be decided on mutual consent of both the parties.
 - d) The quotations shall not include any conditions whatsoever. In case any conditions are included in the quotation the same may not be taken into consideration. The quotation in such cases is liable to be rejected. Clarification if any shall be obtained from the IIM Kashipur before submission of the quotation.
 - e) The bids will be evaluated for all category comprehensively and the overall lowest bidder (L-1) will be eligible for the award of the AMC contract. In case of any complaint/breakdown/fault in any equipment, the firm has to attend the fault within 72 hours of reporting on phone/FAX/E-mail etc. failing which will invite a penalty as follows:
 - a. Attending to complaint between 72 hours – 120 hours of intimation- Rs. 100/-
 - b. Attending to complaint between 6 days to 12 days of intimation- Rs. 300/-
 - c. Attending to complaint beyond 12 days - Rs. 500/-
- 2 The AMC is for preventive as well as for break down maintenance of fully automatic machines and includes/excludes repair and replacement of the following parts free of charge during AMC Period:-
INCLUDES- Control Card, Program Timer, Motor, Water level sensor, Mechanical assembly, on/off switch, capacitor, inlet valve, Drain valve, Geared Motor, Transformer and suspension set.
EXCLUDES- Defects arising out of improper handling, misuse, damage, accident, sabotage, lightning wrong applications, electrical disturbances/faults in users' electric supply system (such as absence of earthing or presence of Earth to Neutral Voltage, incidence of high voltage) and any modification carried out by users . Physical damage due to negligence or wear and tear to outer cover cabinet, aesthetic component, plastic and glass parts. The parts covered will be replaced as and when required during the year. Regular service of all the machines covered under the AMC would be undertaken by the vendor. At least one half yearly checking /inspection of the washing machines will be mandatory covering:-
- (a) Check for voltage, current and earthing at the point of supply.
 - (b) Check for functioning of timers (Spin and Wash)
 - (c) Check working for Wash, Rinse and Spin cycle.
 - (d) Check & explain levelling of washing machine.
 - (e) Check for V-belt tension.
 - (f) Lint filter cleaning.
 - (g) Check for wash actions.
 - (h) Give usages and economy tips for better & effective performance.
- f) It may be ensured that rates for parts of adequate quality should be taken and quoted for supply during the course of AMC. Default of using/supply sub-standard items will invite action against the supplier including forfeiture of Performance Security and black listing of the firm/vendor.
 - g) The IIM Kashipur has every right to cancel the contract and forfeit the Security Deposit, if the tenderer fails to undertake the job satisfactorily at any point of time during AMC or withdraws his services permanently for more than three consecutive weeks.

- h) The quotation should be accompanied by a crossed Demand Draft/Pay order for Rs. 5,000/- (Rs. Five Thousand Only) payable to **Indian Institute of Management Kashipur** payable at **Kashipur** as Earnest Money Deposit (EMD) without which quotation will not be accepted. The EMD will not carry any interest. EMD of unsuccessful tenderers will be refunded once the work awarded. EMD of successful tenderer will be held till submission of security deposit.
- i) All bids should be duly sealed/taped and clearly marking the bidder's name and address on the top of the sealed envelopes and super scribing "TENDER FOR AMC OF WASHING MACHINES" clearly in block capital letter on top of the envelope.

Terms and Conditions

1. The Tender
 - a) The original tender document must be duly signed and stamped by the authorized signatory on each page.
 - b) The bidder shall indicate the prices for each and every item indicated in the specifications on per year basis.
 - c) The prices quoted must be per unit as shown in the Schedule and must include all charges including Taxes & Cartages for delivery at IIM Kashipur.
 - d) The rate bid must be quoted in both words and figures. In case of discrepancy between word and figures therein, the price quoted in words would be treated as final.
 - e) The price quoted by the tenderer should be firm and inclusive of all tax (GST), Freight and forwarding charges, handling charges. Loading and unloading charges, insurances charges, any other tax/charges inclusive of GST.
 - f) No tender shall be allowed to revise its original price.
 - g) The prices once accepted by IIM Kashipur shall remain valid for the entire period of AMC rate contract.
2. Terms of Annual Maintenance Contract (A.M.C.)
 - a) The vendor should preferably submit documentary evidences of his experience detail of concerned field.
 - b) The quotations shall not include any conditions whatsoever. In case, any conditions are included in the quotation the same may not be taken into consideration. The quotation in such cases is liable to be rejected. Clarification, if any, shall be obtained in writing from the IIM Kashipur before submission of the quotation.
 - c) At present the AMC of **total 62 washing machines** listed in Annexure II will be taken into consideration with successful bidder for AMC with effect from initial date of AMC till up to completion of two years. The present quantity may vary due to condemnation of equipment or new purchase during the period of AMC. Payment in such cases would be made on proportionate basis considering the period of such AMC for actual number of machines. However, washing machines brought in for inclusion in AMC in between the tenure of agreement shall be taken on pro-rata basis for payment and their AMC will lapse on completion of initial AMC duration.
 - d) Incomplete and unsigned quotations are liable to be rejected.
3. The contractor shall be responsible for smooth and satisfactory working of the washing machines and carry out periodic half yearly inspections.
4. It shall be obligatory on the part of the contractor to carry out repair/maintenance of washing machines under his direct control and supervision or through his authorized service engineer.

5. The maintenance work of the machines shall be carried out in the premises of the Institute. Only such work execution of which is not possible in the premises of this institute may be allowed to be done in the workshop of the firm. In no case, any washing machine or parts thereof shall be taken out of the premises without permission of the user department of IIM Kashipur. The replaced Spares/parts covered in AMC will become the property of contractor.
6. The successful bidder shall be required to render the AMC services during the entire period of contract at the rates approved on the basis of the limited tender offer. If due to any reason, the firm is not able to do the work, the same shall be undertaken by hiring other firm in the open market at the risk & cost of the contractor and the expenditure incurred thereon shall be recovered from the contractor. This may even entail the termination of the contract and forfeiture of the performance security.
7. The contractor shall be responsible for payment of wages/settlement of dues with workers engaged by the firm as per prevailing labour/wage laws in force in Kashipur and IIM Kashipur shall not be a party to any dispute between the contractor and workers.
8. The contractor shall be responsible for handing over all the washing machines in working condition along with all the accessories to IIM Kashipur on the expiry of the contract. The cost of shortcoming, if any, shall be borne by the outgoing contractor.
9. The damage caused, if, any, either to washing machines or to any other property of the Government through negligence of the contractor or otherwise, shall be at the risk, cost and responsibility of the contractor. The financial or any other loss suffered by the Government on this account shall be made good by the contractor and decision of the IIM Kashipur in this context shall be binding on the contractor.
10. No extra payment/compensation whatsoever on account of damages to contractor/contractor's representative due to natural calamity/accident or otherwise will be made to him except the offered rates permitted under the contract.
11. No advance payment will be made. Payment to contractor against AMC will be made half yearly basis. The bills in duplicate for each half year is to be submitted by the contractor on completion of each half year of the AMC tenure.
12. The IIM Kashipur reserves the right to reject or to accept any quotation, whole or in part without assigning any reason thereof. It will also not be obligatory on the IIM Kashipur to accept the lowest quotation and no explanation shall be given with regard to reason for rejection of quotation of any limited tender. The IIM Kashipur also reserves the right to extend/renew the contract for such period(s) as it may deem necessary taking into account, of course, the satisfactory services rendered by the contractor during the currency of the contract.
13. The limited tenderer whose tenders finally accepted, shall have to furnish performance security of a sum equivalent to 5% of the annual contract amount by means of Demand Draft of any Commercial bank pledged in favor of Indian Institute of Management Kashipur. The earnest money deposit shall be returned to the successful bidder after depositing of performance security.
14. All disputes shall be subject to Kashipur jurisdiction.

FORM

COMPREHENSIVE AMC FOR MAINTENANCE OF WASHING MACHINES

AT INDIAN INSTITUTE OF MANAGEMENT OF KASHIPUR

1. Name of the tenderer (in Block letters) _____
2. Address _____

3. Telephone No. & email _____
4. EMD details _____
5. Amount of EMD Rs 5000/ (Rupees five thousand only)
6. Name of the Bank _____
7. Registration No. of the Firm (Please
Enclose the copy of registration if applicable) _____
8. GST No. (If available / applicable) _____
9. Experience in repair/maintenance activities of home appliances etc. with Govt. Department/ Pvt Organization or any other entity/office, if any (For larger number of experience a separate sheet may be attached with documentary proof, if any):-
Name of Deptt/Org./Office Period Details of repair/maintenance activity
1.
2.

I/We hereby declare and affirm that I/We have read and understood the terms and conditions of the Contract as stipulated in the limited tender notice _____. Accordingly, I/We hereby accept the terms and conditions and offer the rate for maintenance of washing machines listed in ANNEXURE-II.

Signature _____
Name _____
(in Block letters)
Official seal of the firm

MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER

Date: / /

The Chief Administrative Officer

Indian Institute of Management Kashipur

Sub: Authorization for released of payment / dues from Indian Institute of Management Kashipur through Electronic Fund Transfer/RTGS Transfer.

Name of the Party/Firm/Company/Institute:

1. Address of the Party:

City_____ Pin Code_____

E-Mail ID_____ Mob No:_____

Permanent Account Number_____

2. Particulars of Bank

Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No			
(9 Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a cheque of your bank for ensuring accuracy of the bank name , branch name and code number)			
IFS Code:(11 digit alphanumeric code)			
Account Type	Savings	Current	Cash Credit
Account Number:			

DECLARATION

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information I shall not hold CAO, Indian Institute of Management Kashipur responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place:_____

Date:_____

Signature & Seal of the Authorized Signatory of the Party

 Certified that particulars furnished above are correct as per our records

Bankers Stamp:

Date:_____

Signature of the Authorized Official from the Bank

N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable.

RATE BID

Description of fully automatic, Top load Washing Machines for Comprehensive Annual Maintenance Contract (various makes & models)	Qty (a)	Date of purchase	AMC Rate per machine (b)	GST rate % (c)	Rate per machine including GST amount (d)	Total Amount Inclusive of GST (e) = d x a
1. LG Turbo drum punch 3 Pulsator Slate Top look, T70CSA13PA ACGPEIL	07	17 Dec 13				
2. LG Washing Machine T70CPD22P	07	22 Jul 14				
3. Godrej Washing Machine 6 Kg WT600C, Top load	24	01 Jul 16				
4. Godrej Washing Machine 6 Kg, WT600C, Top Load	24	16 Jun 17				
Total	62	---				
Total Amount in Words (inclusive of GST) :.....						

I/We hereby undertake that we shall make good any loss/damage caused to washing machines or any other property the Government through our negligence. I/We also undertake that the decision of the Director, Indian Institute of Management Kashipur in this regard as well as the matter of dispute arising due to the provision of this contract shall be final and binding on us. I/We undertake not to make any representation against the decision of the Director, IIM Kashipur.

Signature _____
Name _____
(in Block letters)

Official seal of the firm