



# INDIAN INSTITUTE OF MANAGEMENT AMRITSAR

PIT Building, Inside Govt. Polytechnic Campus;  
Polytechnic Road; Chheharta, G.T. Road Amritsar – 143105  
Phone No. 0183- 2820034

Ref No. IIMASR/NIQ/255 /2021

**Date: - 21.10.2021**

**Sub: - Notice for E-quotations for the AMC of RO and water filter installed at IIM Amritsar various locations.**

Sir,

E-Quotations are invited on IIM Amritsar e-tender portal for “*Quotation for the AMC of RO and water filter*” addressed to the IIM Amritsar and uploaded on IIM Amritsar e-tender portal by 12.00PM of 02.11.2021 and quotation shall be opened on the e-tender portal on the same day, i.e. 02.11.2021 at 12.30 PM. Quantity and specification of the items are mentioned in **Annexure A**.

## **Terms & Conditions**

1. Offer must be legible, clear and free from overwriting and cutting. Incomplete submissions are liable to be rejected.
2. The quantity of RO and water filter may increase in small quantity during the AMC period, towards which no extra charges shall be paid and will be inclusive in this AMC.
3. **AMC will cover 10 months on site comprehensive type maintenance work of RO and water filter including routine health check-up and servicing of all the RO and water filter machines for successful operation and its related jobs for supplying pure drinking water throughout the year. The vendor should be fully responsible for the proper functioning of the RO and water filters during the AMC period.**
4. The agency shall ensure/undertake overall servicing of the water filter and RO on quarterly basis, and as and when required.
  - a. Washing and cleaning of the RO & water filter along with ancillary elements/parts/fixtures has to be done as and when required.
  - b. The vendor should have the competency to execute the AMC contract for type(s) of equipment(s) against which the quotation is furnished.
  - c. This office reserves the right not to accept the lowest quotation without assigning any reason for the rejection.
  - d. The cost of spare parts and consumables will be borne by the agency. The vendor should replace the equipment with an equivalent compatible brand in case of non-repairable found during the AMC period upon confirmation for it by the IIM Amritsar official.
  - e. The agency should be responsible of coordinating all the activities during servicing and repair of any parts of the RO and water filter and associated system.
5. Any other charges, such as packing and forwarding, delivery charges, TA/DA, sales tax, visit charges etc. if any should be included in AMC Contract.
6. **Contract period & Renewal:** The initial contract period will be for 10 months that could be extended further subject to the approval by competent authority with the same rate and terms & conditions of this NIQ based on institutional needs, satisfactory performance and/or fulfilment of contractual terms & conditions by the contractor/agency. The contract shall be automatically expired at the end of contract period.
7. **Penalty:** The AMC provider should attend to and resolve the reported issues/repairs at the earliest or within the prescribed deadline of maximum 24hrs. And, will have to provide alternative arrangements/backup until the problem is fully resolved.
  - a. The vendor should provide the service **on the same day if informed by 11.45 AM in the morning and latest** in 24 hours from the registration of the complaint and the problem should be resolved within 24 hrs., failing which the applicable penalty of Rs. 500/- per instance and per day shall be deducted from the bills submitted.



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- b. Failing to comply with this, a repair/service will be availed from the outside and the billed amount of which shall be deducted from quarterly bill of the AMC provider. Additionally, a penalty towards liquidated damages @ 10 % of the billed amount from the quarterly bill submitted by AMC provider shall also be deducted.
  - c. On repeated non-compliance issues, the AMC contract may also be terminated, the vendor may be blacklisted for three (03) years and payment of the AMC period will not be paid. The institute will not be liable for the same.
8. The payment shall be made on quarterly basis.
  9. The vendor should have a service centre located at Amritsar.
  10. IIM Amritsar reserves the right:
    - a. to accept or reject any or all quotations either in whole or in part or to invite revised price bids or to annul the bidding process or to postpone and/or extend the date of receipt/opening of quotation or to withdraw the same at any time before finalization without incurring any liability to the affected Tenderer / Bidder. The Director, IIM Amritsar does not bind himself to accept the lowest or any quotation and reserves to himself the right of accepting the whole or any part of the quotation. And, the Tenderer/Bidder shall be bound to perform the same at the rates quoted.
    - b. to postpone and/or extend the date of receipt/opening of quotation or to withdraw the same, without assigning any reason thereof.
    - c. to obtain feedback from the previous/ present clients of the vendor by contacting them or by visiting their site to get first-hand information regarding the services (being) provided by the vendor.
  11. If the date of opening of the quotation is declared a holiday, it will be opened on the next working day at the same time.
  12. **Site visit:** Every vendor/Bidder is expected to inspect the site/locations between Monday to Friday from 10:00 am to 4:00 pm except Saturday & Sunday and Govt. holidays, to ascertain the exact requirement of the Institute, at his own cost before quoting the rates. He must also go through all the terms and conditions as stipulated in the document. It will be construed that the bidder has inspected the site and satisfied himself with the Institute's requirements, site conditions, and other relevant matters.
  13. **Financial Evaluation:** The Financial Bid (Tender) should be submitted strictly in the prescribed 'Annexure A' and should remain valid for a minimum of three months.
    - a. Financial bids, which are incomplete and are not submitted in the prescribed format, will be summarily rejected.
    - b. The Financial Bid should clearly contain the details (without erasers/overwriting etc.) as mentioned in the form.
  14. **SUMMARY OF REJECTION OR DISQUALIFICATION OF BIDS**
    - a. Applications received after the stipulated deadline
    - b. Any bid in which rates have not been quoted in accordance with the specified formats/ details as specified in the bid document.
    - c. If any bidder has filled more than one bid.
    - d. If unclear, poorly scanned copies are uploaded and received.
    - e. Conditional proposal/bid will not be accepted and will be rejected outright.
    - f. Canvassing in any form will make the quotation liable to rejection.
    - g. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the qualification document.
    - h. If any additions/ alternations are made in tender forms.
    - i. Bids are submitted through any other mode other than the E-Tendering portal on IIM Amritsar's website (<https://iimamritsar.ac.in/>).
    - j. Missing any supporting document(s) with the Bids.
    - k. False or misleading information is submitted.
    - l. Unhealthy participation Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures /weakness etc.



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## 15. QUERIES & RESPONSES

Queries related to the stated above should be submitted at [purchase@iimamritsar.ac.in](mailto:purchase@iimamritsar.ac.in) only till 26-10-2021, 05:00 pm. Queries submitted after due date and time, and on any other email id will not be entertained. The response to the queries will be given within 1-2 days by email after the last date of submission of queries.

Sd/-  
Administrative Officer



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Annexure A

## Financial Bid

SL No	Description	Qty	AMC Rate per unit per annum (*)	Amount
1	Water Filter (Brands: - Kent, Blue Star, Eureka Forbes and aqua guard)	101		
	GST (in % age)			
	Total Amount			
	<b>Grand Total</b>			<b>In figures</b>
	In words _____			_____

Seal and signature of the service provider

Date:

Name of the firm:

Mobile Number: