



No. Estate/IMMC/77/2023

Date: 11/09/2023

To,
SVNIT Website

Sub.: Enquiry for "Service, Repair, and Maintenance of Water Purification Systems (i.e., UVs and Ros) installed at various department/section (Academic Zone)" in the SVNIT Campus, Surat.

You are requested to quote your rates for Service, Repair, and Maintenance of Water Purification Systems (i.e., UVs and Ros) installed at various departments/sections (Academic Zone) 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/77/2023, dated: 11/09/2023** for "Institute Mechanical Maintenance Committee (IMMC), Estate & Store Section." Your quotation should reach the undersigned on or before **26/09/2023 at 5:00 PM addressed to The Director, 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 Service, Repair, and Maintenance Contract for Water Purification Systems is for the period of 45 days from the date of issue of confirmed order.
- (3) The rates specified in the quotation are for Service, Repair, and Maintenance of Water Purification Systems 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 60 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 Service, Repair, and Maintenance Contract for Water Purification Systems 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 Purification Systems before submitting the quotation and complete details of Water Purification Systems.

(11) SCOPE OF WORK:

- a) They must check all appliances (i.e., UVs and ROs) thoroughly & quote accordingly to Service, Repair, and Maintenance of the specified items. The specified items must be Service, Repair and be handed over in fully functional condition during & after completion of contract period
- b) Maintain the water purification systems as the company deems necessary based on the age, nature type, location, and condition of the systems and, will take all reasonable care and maintain the systems equipment in safe and proper working condition.
- c) Maintenance shall be carried out for mentioned systems at a stretch.
- d) Service mechanics shall ensure trouble free operation of specified water purification systems at its location, which are required to be on continuous operation round the clock.
- e) After Maintenance, service report shall be maintained for each water purification systems and submitted to Engineer-In-Charge. If required items may be added for service, repair, and maintenance of water purification systems.
- f) Systematically examine and adjust/fixing the require components / parts / materials as mentioned in the below table.
- g) Service provider should maintain register indicating details of equipment/Equipment's being maintained and details of rooms/place where they are placed. In case any equipment's shifted during tenure of the contract with in same location the change details are also to be kept on record/registers Such shifting within the same location shall be done under supervision of the AMC service provider and buyer department should ensure that information is given to service provider and they are also associated. However, cost of such shifting shall not be responsibility of service provider.
- h) 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.
- i) Service provider should have facility to enable SVNIT to register complaints through call centre or through website or email.
- j) Service Provider should ensure availability of suitable instruments / tools for their service engineer to examine and repair the systems. Any cleaning solution or chemical required also to be made available to service engineer.
- k) Service Provider is required to maintain the log sheet which will include number of services provided during the contract period with dates and part of the systems got repaired or replaced, with its proper model number and necessary details.
- l) 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.
- m) Service provider shall ensure strict compliance of scope of services as per package offered by them and specified in the order.
- n) Replacement of filters, membranes and other parts shall be under responsibility of service provider as specified in relevant package. The replacements are to be effected as per requirements specified in OEM Manual.

- (12) **PRIORITY:**
It is mandatory to give priority in services repair and maintenance activity to restore the equipment to normal service.
- (13) **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.
- (14) **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 as 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 equipments, etc. required for maintenance service of water purification systems shall be brought by the service mechanics themselves. The agency shall duly endorse the list of his items, tools, equipments etc. enter at SVNIT main security gate, which are being brought inside for maintenance of the water purification systems.
 - d) Maintenance shall be carried out according to the instructions of Engineer-in-Charge.
 - 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.
- (15) **SPECIAL TERMS & CONDITIONS OF THE CONTRACT:**
- a) Service provider shall have experience in repair and maintenance services
 - b) Water purifier is to be checked for ensuring output water TDS level within permissible limits as per specification of the equipment during contract.
 - c) The maintenance 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 fulfilment, shall ensure appropriate deployment of the manpower.
 - f) Repair should be conducted as per standard accepted guidelines for the water purification systems repair. 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. An undertaking is required to be submitted to this effect at start of contract services.

- 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 purification systems. It shall be the responsibility of the service provider to make the water purification systems 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 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 part 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 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.	Description of Items	Rate	Qty. req.	Total Amount
A	ITEMS TO BE SUPPLY, INSTALL, TESTING, COMMISING, SERVICE AND MAINTANCE AS REQUIRED.			
1	LOCATION - DEPT. OF CIVIL ENGINEERING			
	Supply and Installation of GAC 10" for 25 LPH UVs		02 Pcs.	
	Supply and Installation of UV PCB D for 25 LPH UVs		02 Pcs.	
	Supply and Installation of 20" PP Filter for 100 LPH ROs		05 Pcs.	
	Service of Row Water Pump of 100 LPH ROs		02 Pcs.	
	Service of HP Pump of 100 LPH ROs		02 Pcs.	
	PVC Piping for 100 LPH ROs		02 Pcs.	
	Supply and Installation of 20" PP Filter for 50 LPH UVs		01 Pcs.	
	Supply and Installation of 20" Water Filter CTO for 50 LPH UVs		02 Pcs.	
	Supply and Installation of AQ-100 GPD Dry Membrane for 50 LPH ROs		04 Pcs.	
	Service of Pump of 50 LPH ROs		02 Pcs.	
	PVC Piping for 50 LPH ROs		01 Pcs.	
2	LOCATION - DEPT. OF MATHEMATICS			
	Supply and Installation of UV PCB D for 25 LPH Uvs		04 Pcs.	
	Supply and Installation of GAC 10" for 25 LPH UVs		06 Pcs.	
	Supply and Installation of 20" PP Filter for 100 LPH ROs		01 Pcs.	
	Supply and Installation of 20" Water Filter CTO for 100 LPH ROs		01 Pcs.	
	Supply and Installation of RO Panel for 100 LPH ROs		01 Pcs.	
	PVC Piping for 100 LPH ROs		01 Pcs.	
	Service Charge for Shifting of 100 LPH ROs		01 Pcs.	
	Service of Row Water Pump of 100 LPH ROs with Bearing, Rewidning etc.		01 Pcs.	
3	LOCATION – DEPARTMENT OF APPLIED CHEMISTRY			
	Supply and Installation of UV PCB D for 25 LPH UVs		05 Pcs.	
	Supply and Installation of GAC 10" for 25 LPH UVs		05 Pcs.	
4	LOCATION – DEPARTMENT OF APPLIED PHYSICS			
	Supply and Installation of UV PCB D for 25 LPH UVs		04 Pcs.	
	Supply and Installation of GAC 10" for 25 LPH UVs		06 Pcs.	
5	LOCATIONS – DEPARTMENT OF MECHANICAL ENGINEERING			
	Supply and Installation of UV PCB D for 25 LPH UVs		07 Pcs.	
	Supply and Installation of GAC 10" for 25 LPH UVs		07 Pcs.	
	Service of Row Water Pump of 250 LPH ROs with Bearing, Rewidning etc.		01 Pcs.	
	Supply and Installation of 20" PP Filter for 250 LPH ROs		02 Pcs.	
	Supply and Installation of Water Level Sensor (KI) for 250 LPH ROs		01 Pcs.	
	Supply and Installation of 20" PP Filter for 100 LPH ROs		03 Pcs.	
	Supply and Installation of 20" Water Filter CTO for 100 LPH ROs		03 Pcs.	
	Service of all Row Water Pump of 100 LPH ROs		03 Pcs.	
	Supply and Installation of 20" PP Filter for 50 LPH ROs		01 Pcs.	
	Supply and Installation of 20" Water Filter CTO for 50 LPH ROs		02 Pcs.	
	Pump Service for 50 LPH ROs		02 Pcs.	
	Supply and Installation of AQ-100 GPD Dry Membrane for 50 LPH ROs		04 Pcs.	
	Supply and Installation of 20" PP Spun Filter Cartridge for 45 LPH UVs		02 Pcs.	
	Supply and Installation of 20" CTO Carbon Filter for 45 LPH UVs		01 Pcs.	
	Service of New Row Water Pump of 45 LPH UVs		01 Pcs.	
6	LOCATION – DEPARTMENT OF COMPUTER SCIENCE and ENGG.			
	Supply and Installation of UV PCB D for 25 LPH UVs		01 Pcs.	
	Supply and Installation of GAC 10" for 25 LPH UVs		02 Pcs.	
	Supply and Installation of 20" PP Filter for 100 LPH ROs		01 Pcs.	
	Service of Row Water Pump of 100 LPH ROs with Bearing, Rewidning etc.		01 Pcs.	
	HP Pump Service of 100 LPH ROs (Impilur)		01 Pcs.	
	Supply and Installation of Solenoid Valve – SV 220V for 100 LPH ROs		01 Pcs.	
	Supply and Installation of Water Level Sensor (KI) for 100 LPH ROs		01 Pcs.	
	PVC Piping Charge for 100 LPH ROs		01 Pcs.	
7	LOCATION – DEPARTMENT OF CHEMICAL ENGINEERING			
	PVC Piping Charge for 50 LPH ROs – All Piping		01 Pcs.	

Sr. No.	Description of Items	Rate	Qty. req.	Total Amount
8	LOCATION – DEPARTMENT OF ELECTRONICS ENGINEERING			
	Supply and Installation of UV PCB D for 25 LPH UVs		05 Pcs.	
	Supply and Installation of GAC 10" for 25 LPH UVs		05 Pcs.	
	Supply and Installation of Solenoid Valve – S.V. 220V for 100 LPH ROs		01 Pcs.	
	Supply and Installation of 20" PP Filter for 100 LPH ROs		03 Pcs.	
	Service of Row Water Pump of 100 LPH ROs with Bearing and Service.		02 Pcs.	
	Supply and Installation of New Row Water Pump for 100 LPH ROs		01 Pcs.	
	HP Pump Service for 100 LPH ROs with Bearing and Service.		03 Pcs.	
	PVC Piping for 100 LPH ROs with Fitting and Piping		03 Pcs.	
Supply and Installation of Float valve Switch (Sensor) for 100 LPH ROs		03 Pcs.		
9	LOCATION – THE PHYSICAL EDUCATION CENTER			
	Supply and Installation of 20" PP Filter for 100 LPH ROs		01 Pcs.	
	Supply and Installation of 20" Water Filter CTO for 100 LPH ROs		01 Pcs.	
	PVC Piping for 100 LPH ROs		01 Pcs.	
	Supply and Installation of 20" PP Filter for 50 LPH ROs		01 Pcs.	
	Supply and Installation of 20" Water Filter CTO for 50 LPH ROs		02 Pcs.	
	Pump Service for 50 LPH ROs		02 Pcs.	
	PVC Piping for 50 LPH ROs		01 Pcs.	
Supply and Installation of AQ-100 GPD Dry Membrane for 50 LPH ROs		04 Pcs.		
10	LOCATION – CANTEEN			
	Supply and Installation of 20" PP Filter for 100 LPH ROs		01 Pcs.	
11	Service of Row Water Pump of 100 LPH ROs with Bearing and Rewinding		01 Pcs.	
	LOCATION – CENTRAL LIBRARY			
	Supply and Installation of 10" PP Spun Filter Cartridge for 25 LPH ROs		03 Pcs.	
	Supply and Installation of Inline Silver for 25 LPH ROs		06 Pcs.	
	Supply and Installation of AQ-100 GPD Dry Membrane for 25 LPH ROs		06 Pcs.	
12	Pump Service for 25 LPH ROs		02 Pcs.	
	LOCATION – ESTATE SECTION (SS-5)			
	Supply and Installation of 20" PP Filter for 100 LPH ROs		01 Pcs.	
	Supply and Installation of 20" Water Filter CTO for 100 LPH ROs		01 Pcs.	
	PVC Piping for 100 LPH ROs – All Piping		01 Pcs.	
	Service of Row Water Pump of 100 LPH ROs with Bearing and Rewinding.		01 Pcs.	
13	Supply and Installation of Solenoid Valve – S.V. 220V for 100 LPH ROs		01 Pcs.	
	LOCATION – INSTITUTE MAIN GATE NO. 1			
	Supply and Installation of UV PCB D for 25 LPH UVs		01 Pcs.	
	Supply and Installation of GAC 10" for 25 LPH UVs		01 Pcs.	
	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 Charges (If applicable)			
4	Delivery / Time Limit (In days)			
5	Validity (In days)			
6	Payment			
7	Guarantee/Warranty			

Note:

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

Yours faithfully,

**Sd/-
FOR, DIRECTOR**