

Date: 26/09/2025

Re: Quotation for Annual Maintenance Contract of Reverse Osmosis Units at NIA, Pune

Dear Sir/Madam,

NIA invites you to participate in the quotation process for providing AMC service for its 500LPH, 100LPH, 50 LPH and 15 LPH Reverse Osmosis System.

Due Date and Time : 06-10-2025 before 5:00pm

Quotation is to be sealed in an A4 size envelope along with the technical/qualification documents and deposited in the tender box kept at Reception of Administrative Building.

Detailed Terms and Conditions for Annual Maintenance Contract (AMC) of RO Systems

Section 1: General Information and Scope of Work

1.1. Contract Title: Comprehensive Annual Maintenance Contract (CAMC) for Reverse Osmosis (RO) Water Purification Systems.

1.2. Scope of Contract: The contract shall be a **Comprehensive AMC (CAMC)**, covering **preventive maintenance, breakdown maintenance, and replacement/repair of all parts (mechanical, electrical, and consumables)** of the specified RO systems to ensure continuous, efficient operation and desired water quality.

1.3. Equipment Covered:

The AMC covers the following RO systems, including all associated pre-treatment, pumps, electrical panels, membranes, filters, and dosing systems:

- RO System 1: **500 LPH (Litres Per Hour)** – 2 nos./ *Hostel 1 and Hostel 5*
- RO System 2: **100 LPH** – 1 nos./ *Lecture Hall Pantry First Floor*
- RO System 3: **50 LPH** – 1 nos./ *Cafeteria*
- RO System 4: **15 LPH** – 5 nos./ *Multiple Locations within Office Premises*

1.4. Contract Period: The contract will be initially for a period of **one (1) year** from the date of work order, extendable for a further period of 2 years (one year at a time) based on satisfactory performance and mutual consent, on the same terms and conditions.

Section 2: Technical Requirements and Service Obligations

2.1. Preventive Maintenance (PM) Visits:

- **500 LPH System:** Mandatory preventive maintenance visits **fortnightly**.
- **100 LPH, 50 LPH, and 15 LPH Systems:** Mandatory preventive maintenance visits **fortnightly**.
- The contractor must submit a detailed PM checklist and report after every visit, duly signed by a site representative.

2.2. Breakdown / Complaint Calls:

- The contractor must attend to all breakdown calls (emergency and non-emergency) as and when reported via phone/email/logbook.
- **Response Time:** Within **6 hours** of the complaint being registered.
- **Resolution Time:** The system must be fully restored to working order within **12 hours** for the smaller systems and **24 hours** for the 500 LPH system, following the complaint registration.

2.3. Water Quality Standards:

- The contractor shall be responsible for maintaining the output water quality of all RO systems as per **IS 10500:2012 (Indian Standard for Drinking Water)** or as specified by the purchaser.
- Specifically, the **Total Dissolved Solids (TDS)** of the permeate water from the RO systems must be maintained within the acceptable limit, e.g., **between 50PPM and 75 PPM**.
- A water quality report (TDS, pH, etc.) must be provided during every visit.

2.4. Spares and Consumables (Comprehensive Scope):

- The AMC shall be **comprehensive**. This means the contractor must replace/repair **all components and consumables** without any extra charges, including but not limited to:
 - **Consumables:** All types of Filters (Sediment, Carbon), RO Membranes, Post-Carbon Filter, Anti-Scalant/Dosing Chemicals.
 - **Mechanical/Electrical Parts:** High-Pressure Pump, Dosing Pumps, Solenoid Valves (SV), Flow Restrictors, Pressure Gauges, Motors, Adaptors, PCB/Circuitry, Float Switches, Wires, and any other worn-out parts.
- All replaced parts must be genuine, new, and of equivalent or superior specification to the original equipment.

2.5. Documentation and Reporting:

- The contractor must maintain a **Job Card/Logbook** for each RO system, recording:
 - Date and time of PM/Complaint.
 - Nature of complaint/work done.

- Parts replaced (with brand/make details).
- TDS readings (Raw and Permeate).
- Signature of the attending technician and the Purchaser's representative.
- Quarterly performance reports must be submitted along with the bill.

2.6. Manpower and Tools:

- The contractor must depute only **qualified and experienced technicians** who are fully conversant with the maintenance and repair of industrial and domestic RO systems.
- The contractor must ensure technicians have all necessary standard tools, testing equipment, and safety gear.

Section 3: Administrative and Financial Conditions

3.1. Eligibility Criteria for Bidder:

- The bidder must be a registered firm/company in the business of RO system sales and/or servicing for a minimum period of **3-5 years**.
- The bidder must furnish proof of having successfully completed at least **two** similar Comprehensive AMC contracts of equivalent or larger capacity RO systems in the last **3** financial years with a Government/PSU/Reputed Private Sector organization.
- Valid GST and PAN registration are mandatory.

3.2. Price and Payment Terms:

- The quoted rate must be **firm, comprehensive, and inclusive** of all costs, including spare parts, consumables, labour, travel, tools, and GST/all applicable taxes.
- No extra payment shall be made for any repair or replacement under the Comprehensive AMC.
- **Payment Schedule:** Payment will be released on a **quarterly basis** upon submission of the bill, only after satisfactory certification of services by the Engineer-In-charge, including verified logbooks and performance reports.

3.3. Security Deposit/Performance Guarantee:

- The successful bidder shall furnish a **Performance Guarantee (PG)**, equivalent to **5%** of the total contract value, within 7 days of receiving the Letter of Award (LOA)/Work Order through RTGS/DD only.
- The PG shall be valid for a period of **60 days** beyond the completion of the contract period.

3.4. Penalty Clause / Liquidated Damages (LD):

- **Failure to Attend:** If the contractor fails to attend a breakdown call within the stipulated **Response Time**, a penalty of **Rs. 2000/-** per instance shall be deducted.

- **Failure to Resolve:** If the system remains non-functional beyond the stipulated **Resolution Time**, a penalty of **Rs. 5000/-** per day (or part thereof) shall be deducted, up to a maximum of **5%** of the quarterly AMC value.

3.5. Termination of Contract:

- The Purchaser reserves the right to terminate the contract by giving a **30 days** written notice if the contractor's service is found to be consistently unsatisfactory, or in case of breach of any terms and conditions.
- In case of termination due to poor service, the Performance Guarantee may be forfeited.

Section 4: Other Conditions

4.1. Indemnification: The contractor shall indemnify the Purchaser against all losses, damages, or claims arising out of any actions or negligence of the contractor's personnel.

4.2. Statutory Compliance: The contractor must comply with all relevant labour, safety, and statutory laws.

4.3. Governing Law and Dispute Resolution:

- The contract shall be governed by the laws of India.
- Any disputes shall be subject to the exclusive jurisdiction of the courts in **Pune**.

4.4. Handover: At the end of the contract period, the contractor must ensure that all RO systems are in complete working condition before final settlement of the bill.

COMMERCIAL BID – PART II BILL OF QUANTITIES PART - B COMPREHENSIVE MAINTENANCE OF 500 LPH, 100 LPH, 50 LPH RO PLANT AND 15 LPH RO PURIFIERS MAINTENANCE				
Name of the Firm/Bidders				
S.N	DESCRIPTION	Qty	Rate	Rs.
	The Scope of work covers Comprehensive Annual Maintenance Contract of 500 LPH RO Plants – 2 Nos. inclusive of all parts of the machine and allied accessories / equipment. The scope of work covers services of Technical Staff and replacement of necessary spares on requirement basis. The bidder shall maintain the equipment as per manufacturer's guidelines and shall use standard and genuine components for replacement.			
1	Comprehensive Annual Maintenance Contract of 500 LPH RO Plant including standard replacement of free consumables during AMC. A list and cost of consumables apart from the standard and free consumables is given separately.			
	Annual Charges - CAMC	2 Units		
	The Scope of work covers Comprehensive Annual Maintenance Contract of 500 LPH RO Plants – 2 Nos. inclusive of all parts of the machine and allied accessories / equipment. The scope of work covers services of Technical Staff and replacement of necessary spares on requirement basis. The bidder shall maintain the equipment as per manufacturer's guidelines and shall use standard and genuine components for replacement.			
2	Comprehensive Annual Maintenance Contract of 100 LPH RO Plant including standard replacement of free consumables during AMC. A list and cost of consumables apart from the standard and free consumables is given separately.			
	Annual Charges - CAMC	1 Unit		
3	Comprehensive Annual Maintenance Contract of 100 LPH RO Plant including standard replacement of free consumables during AMC. A list and cost of consumables apart from the standard and free consumables is given separately.			
	Annual Charges - CAMC	1 Unit		
4	Comprehensive Annual Maintenance Contract of 15 LPH RO Water Purifier including standard replacement of free consumables during AMC. A list and cost of consumables apart from the standard and free consumables is given separately.	5 Units		
	Total Amount (1+2+3)			
5	CONSUMABLES REQUIRED FOR 100/500 LPH RO PLANT/YEAR (paid a end of every year)	QTY	PRICE	
	Anti Scalent	20 LTR		
	Chlorine	20 LTR		
	Cartridge Filter	6 Nos		
	Total Amount			
	Total Amount FOR 3 RO Plants			

6	CONSUMABLES REQUIRED FOR 15 LPH RO PURIFIERS (One set of cartridges including Membrane would be replaced free of cost during a year. Cost of additional membrane replaced subsequently would be paid extra, if required)			
	Pre Filter	4 Nos		
	Post Filter	4 Nos		
	Cost of Extra Membrane	1No		
	Total Amount			
	Total Amount for 5 RO Purifiers			
	Total (1+2+3+4+5+6)			
	GST (Extra as Applicable)		18.00%	
	Grand Total			



The Colored table cells are to be filled using pen only.

Sign and Stamp with date of the Agency