



सरदार वल्लभभाई पटेल राष्ट्रीय पुलिस अकादमी
SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY
(Government of India : Ministry of Home Affairs)
Hyderabad – 500 052

No. 34011/22/2015-16/HS.Misc

Dated, the 10 Feb' 2016

NOTICE INVITING TENDER
FOR ANNUAL MAINTENANCE CONTRACT OF 08 NOS OF
WASHING MACHINE INSTALLED IN THE ACADEMY

Dear Sir,

The S.V.P National Police Academy invites sealed quotations/tender for Comprehensive Annual Maintenance Contract (AMC) for 08 nos. of various model of IFB mark Washing machine installed in the Academy for a period of one year. The details model of IFB marks washing machine is given below.

S.No.	Model No.	Qty	Date of purchase
1.	Commercial Dish Model No. RC-150	1	Feb' 2013
2.	Commercial Dryer	1	Feb' 2013
3.	Commercial Washer extractor Model No. NRW- 27	2	Feb' 2013
4.	Commercial tumble Dryer model No. ID - 24	2	Feb' 2013
5.	Flat work Ironer model No- ID-125-100	1	Feb' 2013
6.	Commercial Combi Oven with accessories six Trys	1	Feb' 2013

2. All tenderers fulfilling the following criteria are eligible to offer their bids. The documentary proof of eligibility should be submitted in sealed covers along with EMD for Rs 11,000 in the form of demand draft drawn in favour of "The Director, SVP NPA, Hyderabad".

3. The bidders should have at least five years of experience in the field and must enclose following copy for proof alongwith the quotation.

- Firm's registration certificate
- Copies of earlier work orders.
- OEM certificate of manufacture company.
- Certificate of authorized service center of company.

4. The vendors should inspect the Washing machine before quoting for the AMC after taking prior permission from the In-Charge Assistant Commandant (QM) of SVP NPA Hyderabad

Terms and Conditions:

- a) The annual maintenance contract shall be comprehensive type.
- b) Contract will be valid for the period of 12 months from the date of work issued by the Academy. During the currency of contract, no demand for revision in the rates on any account whatsoever shall be entertained.
- c) Day to Day complaints should be attended within 3 hours of the receipt barring unforeseen conditions and shall not have any limit on the number of emergency breakdown calls during the period of AMC.
- d) The prospective tenderer shall quote for comprehensive maintenance including replacement of all the required parts and materials in respect of complete Washing machine units such that all the units shall always be in good working condition. As such no materials / spares whatsoever will be issued by the Department
- e) Contractual firm also liable to provide additional manpower as and when demanded by the Academy during the important events viz POP, VIP / VVIP visit etc.
- f) The Academy will provide one office cum store room with phone facility for attending complaints immediately
- g) The prospective tenderer should visit the site and acquaint himself of the conditions existing, restrictions in movement / working hours, security aspects, conditions of the plant / equipment being operated before quoting for the job. No complaints of loss of labour, item of work not included in the scope of work, variation etc, will be entertained at a later date, or any extra claim for payment on any account whatsoever shall be entertained.
- h) Spares replaced must be covered under scope of AMC including hardware if required. All the materials used on the work shall however be got approved from the AC (QM) of the Academy before it is used on the work.
- i) The contractor shall clearly state the details and periodicity of routine periodical maintenance proposed to be carried out by him and shall execute the same in the presence of the authorized representative of AC (QM) and his certificate be obtained. The following are some of the periodical maintenances to be done by contractor.
- j) The contractor shall maintain record of consumable items used on the AC units and obtain signature of the AC (QM) or his representative.
- k) No advance payment shall be made. The payment will be made every quarter and will be released after ending of that Quarter subject to

satisfactory maintenance as detailed above.

- l) The contractor strictly deploy qualified, trained persons for operation and maintenance of the equipments and shall be fully responsible to obtain such licenses for taking up above work as prescribed by the state/ local bodies for executive and operational staff.
- m) The contractor and or his representative, labour should not remove / disturb/dislocate the existing equipment and its parts from its location until and unless it is authorized by the AC (QM). The entire installation shall be intact at any time of inspection and handed over to him at the time of initial taking over of its maintenance and operation. Care should also be taken not to damage by improper handling etc. The contractor shall be responsible for any damage and shall have to make good to its original shape and description as and when the damage etc. takes place or it is noticed.
- n) Water and electricity for operation and maintenance of the units will be arranged by the department free of cost.
- o) The washing machine units are meant for providing inside conditions and hence it is vitally important that the inside conditions are maintained strictly within specified limits without any interruption.
- p) Preventive maintenance is the responsibility of the contractor. He is responsible for intimating the anticipated fault in time to the AC (QM) and also for taking appropriate corrective action in time after obtaining concurrence from the department
- q) In case of any accident during the maintenance of the equipment leading to injuries/diseases to human beings/equipments and/or loss of life. The contractor shall be fully responsible for settling all claims and indemnify the department against any claims arising out of such accidents.
- r) This contract can be terminated by AC(QM) without assigning any reason by giving a notice before a period of 10 days at any time during the period of contractor no claim for any compensation will be entertained to such termination prior to the expiry of stipulated period of contract.
- s) The work should be carried out to the full satisfaction of the AC (QM) and equipment should be kept in clean and good condition.
- t) The contractor shall submit a list of persons to be employed on the job along with relevant certificate of trade and experience and also arrange to issue identity cards to such persons engaged on the job. The staff should invariably display the identity card while on duty in NPA.
- u) The washing machine units shall always be kept in good working condition and to be handed over back in the same condition on expiry of the contract.

- v) The terms of maintenance shall include oiling, cleaning, greasing, servicing, replacement or repair of any or all the parts needed to keep the unit in working condition, such as FAN, MOTOR AND ELECTRICAL COMPONENTS LIKE START CAPACITOR, RUN CAPACITOR, PCB CIRCUIT, OVERLOAD, RELAY, THERMOSTAT, SELECTOR SWITCH, BODY OR PART OF BODY etc. during the entire contract period. Wires, plugs etc will also be provided by the contracted firm. It also includes dismantling and or re-installation thereof for some washing machine whenever necessary.
- w) In case of repairs / replacement of working parts in the washing machine, only genuine spare parts manufactured by IFB company with ISI marking should be used and signature of user/location caretaker/Branch in-charges should be obtained in the job cards/slips.
- x) Minimum one periodical servicing visit shall have to be made during the period of contract for thorough checking, cleaning of each washing machine.
- y) No washing machine should be removed from the building without the gate pass issued by the Building in-charge concerned indicating the machine number and model .
- z) In case any washing machine is shifted from one location to another or is to be removed from any location, the contractor shall be liable to provide all infra- structures / services etc. for which no additional charges will be paid by the office. However, no machine will be shifted without the knowledge of AC(QM), NPA
- aa) In case of washing machine required to be taken to contractor's workshop for repairs, no separate transportation charges will be paid and contractor will have to arrange his own conveyance.

5. Further on accepting your offer and on placing Work order, you will submit Security Deposit for amount equivalent to 5% of the Work Order value within 15 days as indicated in the Work order, in the form of a Bank Guarantee/FDR drawn in favour of 'The Director, S.V.P National Police Academy, Hyderabad'.

6. No interest will be allowed on the earnest money so remitted and no claim shall be entertained in respect of the same.

7. The Academy reserves the right to accept or reject the tenders without assigning any reason thereof.

8. The sealed cover containing the quotation along with the requisite EMD and documents shall be addressed to the undersigned i.e. Administrative Officer (Admn.), SVP National Police Academy, Shivarampally Hyderabad, AP-500 052

shall be duly superscribed as QUOTATION FOR AMC FOR WASHING MACHINE FOR SVP NPA HYDERABAD - NOT TO BE OPENED BEFORE 25 FEB' 2016

8. The last date of receipt of quotation is 25 Feb' 2016 (1700 hrs)

Yours faithfully,



(K. Shankar)
Administrative Officer (Admn)
SVP NPA Hyderabad

Copy to :

1) The Asstt Commandant (QM) for information and needful please.

The Programmer with a request to please get the above requirement posted in NPA Website and provide a link with NIC web-site.



