



राष्ट्रीय फैशन प्रौद्योगिकी संस्थान, कन्नूर

National Institute of Fashion Technology, Kannur

(A statutory body governed by the NIFT Act 2006 and set up by the Ministry of Textiles, Govt. of India)

निफ्ट कन्नूर कैंपस में RO सिस्टम के साथ वॉटर कूलर (वॉटर डिस्पेंसर) के लिए कॉम्प्रिहेंसिव एनुअल मेंटेनेंस कॉन्ट्रैक्ट (सीएएमसी)

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR WATER COOLER (WATER DISPENSER) ALONG WITH RO SYSTEMS AT THE NIFT KANNUR CAMPUS

12471(1)/NIFT/KNR/2020-2021/WATER DISPENSER MAINTENANCE Dt. 25.09.2025

Time schedule of the quotation process

Date of publication of quotation Notice	25.09.2026
Last date for receipt of duly filled in quotations	09.10.2026 up to 17.30 hours

This NIQ document contains 11 pages (total no. of pages including Annexures) and bidders are requested to sign on all the pages

NIFT CAMPUS, DHARMASALA, KANNUR – 670 562

Phone: 0497 - 2784780

Web ID: <https://www.nift.ac.in/tenders/kannur>.



Signature of the tenderer with date & Seal



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1. Invitation of quotations:

Sealed quotations are invited from experienced service providers having a minimum of three years' experience for the maintenance of Water Coolers and RO Systems installed at various locations at the NIFT Kannur Campus, on a Comprehensive Annual Maintenance Contract (CAMC) basis.

Interested service providers having valid GST registration may submit their quotations in the prescribed format. The quotation form may be downloaded from the NIFT Kannur website: <https://www.nift.ac.in/tenders/kannur>.

The quotation shall be submitted to the following address **"The Director, National Institute of Fashion Technology, NIFT Kannur campus, Dharmasala, Mangattuparamba, Kannur 670562"** by post/ courier / by hand.

The quotation shall be reached at NIFT Campus Kannur before 17.30 hours on 09.10.2026.

Note: - The contractor shall quote their rates in the prescribed format available to download from the NIFT Kannur website under Procurement and tender. If rates quoted in other form will not be considered. Contractors/Agencies have to act as per above NIQ. The contractor should sign and stamp all document.

For enquiries/clarification you may contact:

- Shri Prakash B, Electrician (Mob:9643742572) OR
 - Shri D. Srinivasa Reddy, Purchase Officer (Phone: 0497-2780431)
- (From 10.00 hours to 14.00 hours on working days only)

Evaluation of quotations:

The idea is to arrive at a threshold level of acceptability above which all the bidders shall be treated on par. Those whose technical specifications do not reach the threshold level of acceptability shall be rejected as technically unsuitable. The price bids of the bidders who finally emerge as technically acceptable shall be opened, evaluated and the contract awarded to the lowest evaluated bidder.

1. Schedule of Requirements is attached as PART A
2. The service providers/Agencies have to submit the quote as per PART B in a closed/ sealed cover.
3. The service provider is required to quote prices for both items listed in the price bid. Failure to do so will result in the rejection of the bid.

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2. Terms and Conditions:

- 2.1 The agency shall provide preventive maintenance visit schedule during contract period. Also, the agency shall provide visit for emergency/breakdown calls for the water cooler with RO Systems as and when required during comprehensive maintenance contract period. It shall include all spare parts, labour, service charges, validation and calibration, no extra payment shall be paid by NIFT.
- 2.2 Before quoting, the contractor is advised to inspect the site of work and shall fully acquaint himself about the conditions with regard to accessibility of site required for the satisfactory execution of work. No claim whatsoever shall be entertained by the department on this account.
- 2.3 The selected agency shall, within 7 days of issue of Letter of Acceptance (LOA) / Work Order, furnish Security Deposit for an amount equal to 5 % of the contract amount agreed upon. The Security Deposit shall remain with NIFT till 60 days after satisfactory completion of the contract. The Security Deposit will not bear any interest.
- 2.4 The selected agency shall, after furnishing the security deposit and within 7 days of issue of Letter of Acceptance (LOA) / work order, execute an agreement for due performance of the contract in Kerala Stamp paper of value Rs.200/-.
- 2.5 The contract is valid for a period of one year from the date of execution agreement. The contract may be extendable for one year each for two more occasions subject to satisfactory performance of the contract.
- 2.6 The rate agreed to will be valid for the entire period of the contract. A proportionate deduction will be made if any Water Cooler / RO Systems is removed from operation during the CAMC period.
- 2.7 The agency shall prepare a maintenance schedule before the commencement of the CAMC in consultation with the Electrician. Any delay beyond the schedule will attract a penalty of 1% of the CAMC amount per day of delay or part thereof subject to a maximum 10% of the AMC amount.
- 2.8 The agency shall be bound to attend all breakdown services of Water Coolers / RO Systems, within 24 hours of intimation of break down. Communication in this regard over telephone/ mobile phone/ Email by the Electrician / Building Section or any other person authorized by the Director on this behalf shall be treated as formal intimation.
- 2.9 Completion of breakdown works shall be duly acknowledged person in charge of the Water Cooler / RO Systems.
- 2.10 The spare parts used for replacement shall be of the same make/quality as of the

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originally installed Water Cooler / RO Systems and procured from authorized dealer/ service center of the same with OEM warranty, as far as possible. In the situation of non-availability of spare parts of the original make general spares which suits the Water Cooler / RO Systems with warranty may be used. This however shall be done only with the written approval of the Electrician / Building Section. All items of spares shall be brought to site in original packing.

- 2.11 All dismantled/replaced/taken back spare parts are to be deposited with the Electrician / authorized representative of NIFT Kannur. Details of such dismantled/replaced/taken back items are to be entered in the register (demolition/ dismantled register) & signed by the both parties.
- 2.12 Before attending the routine/ breakdown service, the Contractor should take due permission from the concerned section in charge/ HOD of the department and demonstrate the due working/performance of the Water Cooler / RO Systems to such person after servicing.
- 2.13 Periodical feedback will be collected from the head of the user department/HOD in regard to the performance of Water Coolers / RO Systems in the respective departments to assess the quality of service.
- 2.14 Replacement of parts shall be made only with prior written approval of the Competent Authority / Electrician. The contractor shall maintain a log book for services and repairs carried out and the entries shall be attested by the Electrician.
- 2.15 There shall be a maintenance register to be kept in custody of the Electrician in which the Contractor shall enter the details of work done, parts replaced if any and specific remarks if any with date, after completing the work. The entries shall be attested by the Electrician / Building Section.
- 2.16 During the routine/ breakdown service of Water Cooler / RO Systems, the Contractor should take sufficient measures for the safety of the technicians and workers engaged by him in such maintenance activities and the Contractor only shall be responsible for any loss or damage caused to him or the people deputed by him in this regard.
- 2.17 The Contractor shall be responsible for damages or losses that may occur to the Water Cooler / RO Systems or any other equipment's or assets of NIFT Kannur due to careless/ improper handling or faulty/ improper adjustments during the course of contract service and would be bound to compensate such losses/damages.
- 2.18 The Contractor shall be liable to pay compensation for any loss and damage caused to the property of NIFT Kannur or its students by the Contractor or his workers. The Contractor shall personally be responsible for the conduct of his staff and in case of any complaint against any staff; Contractor will be under obligation to change the worker when instructed by authority. The contractor shall observe all laws, rules and regulations of the government and will be responsible for any prosecution or liability arising from breach of any of those laws, rules and

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[Handwritten Signature]





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regulations. NIFT Kannur will not hold any responsibility with regard to staff on the role of the contractor what so ever.

- 2.19 The Contractor and his staff shall follow the rules, regulations and discipline of NIFT in force and instructions issued from time to time. NIFT Kannur will have the right to take action against the contractor for violating the same.
- 2.20 Water Coolers / RO Systems for repairs out-side of the campus shall be taken only with the written approval of the Electrician / Building section duly preparing the Gate Pass. Units taken out of the office premises for the service at workshop shall be returned at the earliest & in any case, within a week time. In case of further delay justifications shall be submitted to the Electrician in writing for approval.
- 2.21 Violation of any terms and conditions of this contract agreement by the contractor will constitute breach of contract and in such event the security deposit furnished by the contractor will be liable to be forfeited besides automatic termination of the contract with immediate effect. The Contractor will have no claims what so ever on the Institute.
- 2.22 NIFT reserves the right of altering the scope of work by adding to or omitting any items of work and such alterations and variations shall not constitute a breach of contract.
- 2.23 In the event the contractor fails to execute the work under this contract in whole or in part, alternative arrangement will be made by NIFT Kannur, at the risk and cost of the contractor besides any suitable fine/ penalty.
- 2.24 NIFT will not be liable for any liability arising on account of non-compliance/violation of any such Acts. If any such claim is arisen NIFT shall deduct such amount from the bill/invoice of the contractor; and if the bill amount is not sufficient to recover the full amount claimed such balance amount will be adjusted from the security deposit furnished by the contractor to the extent available.
- 2.25 **Dress Code:** The workers/supervisors should be properly dressed (preferably uniforms with company's logo and Identity cards).
- 2.26 All letters posted to the contractor on the address given by the contractor /email send to the given e-mail ID will be considered to be valid correspondence delivered in time.
- 2.27 In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay compensation to NIFT for rectifying the inferior works done as determined by NIFT. In case all payments due to the contractor have been made any compensation of the above nature will be deducted from any other sum due to the Contractor on any other work within the campus.

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- 2.28 Contractor will be solely responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims on this account. The Contractor shall indemnify the Institute from any claims arising out of accidents, disabilities of any nature or death arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor.
- 2.29 The contract amount/rate is all inclusive. No extra payment will be made by NIFT for providing technician team as and when required for repairing/ overhauling the units at site or in contractor's workshop (if required) or towards transportation etc.
- 2.30 Any action on the part of the tenderer to influence any officer of the institute or canvassing in any form shall make the tender liable for rejection.
- 2.31 NIFT reserves the right to terminate the contract after giving 15 days' notice in writing in case the contractor fails to provide services continuously for a period of 15 days.
- 2.32 **Payments:** Contract amount will be paid on quarterly basis against submission of bill/invoice (for one-fourth of the contract amount) by the contractor duly certified by the Electrician / Building Section for having successfully serviced the Water Coolers and RO Systems. Feedback from the head of the user department/HOD on the services will be reviewed.
- 2.33 The Electrician shall certify that monthly and quarterly preventive maintenance of all Water Coolers with RO Systems have been done and that no break down calls is remaining unattended for more than 24 hours.
- 2.34 It will be the sole responsibility of the Contractor to abide by the provisions of all relevant Acts that govern the nature of works involved in the contract and in respect of the workers engaged by him for performance of this contract. For instance:
- 1.1.1. Child Labour (Prohibition & Regulation Act)
 - 1.1.2. Workmen Compensation Act
 - 1.1.3. Contract Labour Regulation & Abolition Act
 - 1.1.4. Industrial Dispute Act
 - 1.1.5. Minimum Wages Act
 - 1.1.6. Employees' Provident Fund Act



संयुक्त निदेशक (प्रभारी) / Joint Director (I/c)

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3. Scope of Work:

At present, there are 24 units of Water Coolers (Make: Agua Clan – 18 Nos & Blue Star – 06 Nos) and 16 units RO Systems (Make: CAS Aqua Grand – 10 Nos & Kent – 06 Nos) installed in various locations in the NIFT Kannur campus.

1. Free replacement of worn-out/exhausted parts like Compressor, Condenser etc.
2. Fan motor, Chiller tank, Ultra-Violet Lamp, On-off switch, Controlling PCB, FRT, Solenoid valves, Booster pump, Thermostat, LED indicator, inlet/outlet pipe, socket, bend (elbow), Tee, Hose Clips with new parts and refrigerant charging during the periodical servicing or breakdown visits during the service contract period.
3. Replacement of pre-filter candles, activated carbon and Membrane will be done as per the requirement during the service contract period.
4. Additional visits should be made during the contract period, as and when required, in the event of any breakdown/malfunctioning of the equipment, on intimation in this regard by the customer is within the purview of this tender and no extra payment will be made.
5. Payment will be made on a quarterly basis after completion of services satisfactorily.
6. Check the total purifying system including inlet & outlet pipe/hoses.
7. Maintenance visit will be quarterly basis per Water Cooler with RO Systems , but in case of breakdown repair should be attended within 24 hrs. Any delay beyond the schedule will attract penalty of 1% of the CAMC amount per day of delay or part thereof subject to maximum 10% of the AMC amount.
8. All consumables required for servicing / repairing will be in the bidder's scope.
9. Firm has to submit a service / repair report during each visit. Service report to be submitted once in three months.
10. Service provider has to depute a technician to visit the institute on monthly ((In case there is no complaint regarding water cooler and RO) basis.
11. All filters of the RO systems and water cooler shall be replaced annually as part of CAMC. The replacement of filters shall be carried out once every year during the CAMC period. as per the OEM/manufactures recommended schedule.
12. During the CAMC period, any filter found be blocked, damaged, defective, or unserviceable shall be replaced by the CAMC agency at no additional cost. such replacement shall be carried out as and when required to ensure that proper functioning of the RO systems and water cooler through the CAMC period.



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ANNEXURE – I

GENERAL INFORMATION

(To be filled in by the Applicant)

1. Name of the firm/applicant:
2. Complete Office Address:
(With contact number & email ID)
3. Type of Organization: proprietorship / Partnership / any other
4. Year of establishment:
5. Name and address of the authorized signatory / Contact person for this tender:
6. Details of supporting documents enclosed duly self-attested:

Sr. No.	Registration Under	Registration No.	Valid up to	Proof enclosed in Page No:
1	Firm Registration details			
2	GST Registration			
3	PAN			
4	Others if any			

(Self- attested copy as proof of the above must be attached. Original documents should be provided for verification purpose).

Signature of the Service Provider

Date:

Name:

Place:

Office Seal:



Signature of the tenderer with date & Seal



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ANNEXURE – II

Details of Experience in Annual Maintenance Contract/ services for Water Cooler with RO Systems undertaken during the last three years

S. No:	Name and Address of the Client's	Client contact number	Period of Contract		Order copy enclosed At Page No.	Contract value (Rs.)
			From	To		

(Tender not accompanied by this information & documents in support of the same may be summarily rejected)

Date:

Place:

Signature of the Service Provider

Name:

Office Seal



Signature of the tenderer with date & Seal



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PART A

Schedule of Quantity

Sl. No.	Make / Capacity	Qty	Year of Purchase
1	<u>WATER COOLER:</u> AGUACLAN HYDRA 75 NHC With Inbuilt Filter 1. Flow Rate (Liters / Hours) -75 2. Storage Tank (Normal Water) -14 ltrs 3. Storage Tank capacity (Cold Water) -14 ltrs 4. Storage Tank capacity (Hot Water) -03ltrs 5. Number of faucets -03Nos 6. Power Supply (AC 50 Hz) -180 to 280 volts 7. Purification Method - Anti-Bacterial Spun cartridge + activated carbon Block. 8. Material of construction of body should be stainless steel 9. Material of constructing the faucets should be brass-chromium plated. 10. Condenser tubing - Grooved Copper 11. Purification method – Ultraviolet	18 Nos	31.07.2018
2	<u>WATER COOLER: Blue Star</u> 1. Flow Rate (Liters / Hours) -75 2. Storage Tank (Normal Water) – 35 ltrs 3. Storage Tank capacity (Cold Water) -40 ltrs 4. Storage Tank capacity (Hot Water) – 05 ltrs 5. Number of faucets -03Nos 6. Material of construction of body should be stainless steel	06 Nos	01.08.2024
3	RO Systems (Make: CAS Aqua Grand) CAS Cartridge Kit (Post Carbon, Sediment Filter, 3” Mineral Cartridge, UV Lamp, 5 Micro Spun)	10 Nos	29.09.2022
4	RO Systems (Make; Kent) 15 Ltrs Total Water Capacity.	06 Nos	01.08.2024

Date:
firm/Place:



Signature of authorized person of the
agency with stamp

Signature of the tenderer with date & Seal



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PART B

PRICE QUOTE FOR COMPREHENSIVE AMC FOR WATER COOLER WITH INBUILT FILTER AND RO SYSTEMS

Sl. No.	Make / Capacity	Unit	Qty.	Unit Rate (Rs.)	Total Amount (Rs.)
1	Comprehensive Annual Maintenance Contract (CAMC) Charges for Water Cooler with Inbuilt Filter. (Make: AGUACLAN HYDRA 75 NHC) for period of one year	Nos.	18 Nos		
2	Comprehensive Annual Maintenance Contract (CAMC) Charges for Water Cooler with Inbuilt Filter (<u>Blue Star</u>) for period of one year	Nos	06 Nos		
3	Comprehensive Annual Maintenance Contract (CAMC) Charges for RO Systems (Make: CAS Aqua Grand) for period of one year	Nos.	10 Nos		
4	Comprehensive Annual Maintenance Contract (CAMC) Charges for RO Systems (Make; Kent) for period of one year	Nos.	06 Nos		
Total Amount (Rs.)					
GST @ _____ %					
Grand Total Inclusive of GST (Rs.)					

Note: "The service provider is required to quote prices for both items listed in the price bid. Failure to do so will result in the rejection of the bid."

Amount in Words:

.....

Date:
firm/Place:



Signature of authorised person of the
agency with stamp

Signature of the tenderer with date & seal

[Handwritten Signature]