



SREE CHITRA TIRUNAL INSTITUTE FOR MEDICAL SCIENCES & TECHNOLOGY

(An Institute of National Importance under Govt. of India)

Thiruvananthapuram - 695 011, Kerala, India

Phone-(91)0471-2443152 Fax-(91)0471-2446433, 2550728

Email-sct@sctimst.ac.in Web site - www.sctimst.ac.in

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Tender No.SCTIMST/AMC/2024-25/4

Dtd.11.12.2024

OPEN TENDER NOTICE

Sealed quotations in single bid system are invited from reputed Firm/Contractor/Agency experienced in Servicing of Fire Hydrants for award of Annual Maintenance Contract for Servicing of Fire Hydrants installed in SCTIMST as per the Annexure – 1 for a period of three year. The AMC should cover all items and spares. Sealed quotations should be superscribed with tender No. and due date.

Last date and time of submission of bid documents	<u>20.12.2024 at 5.00 pm</u>
Address at which quotation (Hard Copy) to be submitted.	Director Sree Chitra Tirunal Institute for Medical Sciences and Technology, Trivandrum-695 011
Contact Person	Security and Safety Officer, Hospital Wing Sree Chitra Tirunal Institute for Medical Sciences and Technology, Trivandrum-695 011

1. The following documents are to be attached along with the tender:

- a. A brief profile of the Contractor/Firm/Agency
- b. A brief list of reputed clientele.
- c. Certificate in support of experience for having undertaken this kind of work
- d. A brief note on service set up.
- e. Performance Certificate(s) for the similar contract with any other clientele.
- f. Copy of PAN & GSTIN
- g. Copy of Income Tax Return filing for the last three years.
- h. A declaration stating all the terms and conditions of the tender will be agreed to.



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- i. 'Bid Security Declaration' as given in Rule 170 (iii) of GFR 2017
 - j. EMD to be given in the form of DD at the rate of 3% of the value of the quoted price.
2. The price quoted should show the basic maintenance charges of each item inclusive of GST rates.
 3. The firm should attend **Twelve Preventive maintenance** visit in a year (once in a month) and unlimited break down calls without any additional charges towards servicing of fire hydrants.
 4. Before offering the tender, the intending firms may inspect the existing equipment on any working day with prior appointment with Security and Safety Officer.
 5. It shall be responsibility of the Contractor/Vendors/Agencies to arrange and ensure that all pages of the bid are properly bound separately. Tenders in loose pages may be disqualified.
 6. The Contractor/Vendors/Agencies shall sign and stamp each page of the tender document thereby ensuring the number and sequence of all pages.
 7. No conditions other than mentioned in the tender will be considered.
 8. The Director of the Institute reserves the right to terminate the maintenance contract at any time after giving due notice without citing any reason. The contractor will not be entitled to claim any compensation against termination.
 9. There would be no increase in rates payable to the contractor during the contract period.
 10. The successful tenderer will be required to maintain the systems with the original spares/consumables and as per the guidance of Security and Safety Officer, SCTIMST.



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11. The contractor has to provide all tools and equipments required for the work.
12. The contractor has to provide supervisory and management support by his own staff to get maximum output and all the works should be carried out through qualified technician only. Care shall also be taken for not to damage the installation by improper handling.
13. The contractor shall provide and ensure all safety precautions for humans and equipment handling. The contractor alone shall be fully responsible for safety and security of their personnel who are working at site.
14. Any material that requires replacement shall be of the same quality/manufacturer and specifications.
15. Bidders should have a minimum of three years of experience in the service/maintenance of Fire hydrants to various organizations.

16. Service Charges

The value of AMC / service charges and the rate of spares to be mentioned in the attached Annexure – A. The total of unit rates quoted and the unit rate quoted for spares, if any will be taken into account for arriving the lowest responsive bidder.

17. Period

This agreement shall remain in force for three years and may be extended on mutual written consent of the contractor and Institute.

18. Taxes and Duties

Tax Deduction at Source (TDS) shall be made from the service charges, if applicable.



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19. Payment

Payment would be released on satisfactory completion of service on Half Yearly/Yearly basis. Advance payment for 6 months may be released after submission of bank guarantee of an equivalent amount. The release of payment is subject to the satisfactory report from the Security and Safety Officer.

In case advance amount was paid and if it was found that the performance of the service provider was not satisfactory, the service provider would be asked to repay the advance amount with interest. Otherwise, the amount will be recovered as per the provisions of Bank Guarantee.

20. Preventive Maintenance & Schedule of Visit

The service provider will ensure the preventive maintenance of equipments. The representative of the service provider will have to visit the Institute **12 Times** (once in a month) for fire hydrant system in a year for preventive maintenance which will include cleaning, carrying out necessary repairs, refilling, checking of general – performance of the equipments and will attend any number of breakdown calls reported to them without charging any additional fee. Schedule of visit to be fixed jointly by the service provider and the Security & Safety Officer of the Institute.

21. Place

The place of maintenance of the equipments will be the installation site at SCTIMST. In the event of any major breakdown and if repairs cannot be done at the Institute, the defects can be rectified at any service centre as the Service provider may think proper after approval of the Medical Superintendent of the Institute on recommendation of the Security & Safety officer. But dismantling, packing, forwarding, transportation and insurance charges etc., if any, would be



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borne by the service provider. Gate pass for temporary removal of equipments / spares shall be obtained from the Institute.

22. Termination of Contract

SCTIMST reserves the right to terminate the contract on unsatisfactory performance of the service provider during the period of contract by giving one month notice in writing without any financial commitment to the Institute. However, the service provider shall continue to render satisfactory service for the balance period till alternate arrangement is made by the Institute.

23. Scope

The equipments covered under this contract shall be repaired and rectified on site during the office hours of the Institute (08.00 AM to 04.00 PM on all working days) as and when the same is reported to be out of order. (Emergency – out of office hours) The cost of genuine / original spares required for maintenance shall be borne by the Institute as mutually agreed.

The service engineer of the service provider should report to Security & Safety Officer and collect work permit before commencement of the work. After completion of the work, the Security & Safety Officer should get the comments regarding the service and signature from the user on the backside of the work permit. The service engineer shall submit the service report and the work permit of the work done during each visit, to the Security & Safety Officer and record the same in a logbook.

Replacement of any spare part will be done by service provider in consultation with Security & Safety Officer. It shall be responsibility of the Service provider to provide authorized price list of spare parts of the equipment covered under Annual Maintenance Contract from his Principals. Any item requiring replacement for which there is no



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mention in the price list, the Service provider shall provide them free of cost. Whenever replacement of spares is arranged the same shall be done only after entering the same in the maintenance register in security department. Details of the defective parts removed shall also be entered in the maintenance register in Security department.

24. Down Time

The period for which the equipment covered under AMC remains non-functional shall be treated as down time.

25. Breakdown Notice to Service provider

The breakdown details would be reported to the Service Engineer / Office of the Service provider by the Security & Safety Officer through the fastest mode of communication (by phone) which shall be confirmed in writing (By Email). The service provider should ensure that the breakdown to be attended within 48hrs after the receipt of the break down report.

26. Uptime guarantee and Penalty clause

The Service provider shall guarantee 95% uptime of the equipments covered under the contract during the contract period. In the case of comprehensive Annual Maintenance Contract, it will be the responsibility of the firm to set right the equipment and avoid delay for keeping the uptime. In case the break down is not attended to within 48hrs of intimation, down time penalty at the rate of 0.5% of the Annual Maintenance Contract charge of the equipment per day shall be recovered from service provider. Service provider shall ensure rectification of defect of equipment within a reasonable period.

27. Assignment

The Service provider will not assign the job or part of the contract to any other firm without the consent of the Institute in writing

28. Service Report



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Service report for each visit (Routine as well as breakdown services) duly certified by the security & safety officer must be submitted to the Security & Safety Officer along with the work permit issued from Security & Safety Officer after attending the work.

29. Fall Clause

The maintenance charges shall in no event exceed the lowest charges at which service provider service equipments of identical description to any other party during the period of this contract. If at any time, during the said period, the service provider reduces the service charges, of such equipments to any other customers, it shall be forthwith notified to institute and the charges payable under the contract for the servicing done after the date of coming into force of such reduction of servicing charges shall stand correspondingly reduced.

30. General

- a. The facilities meant for SCTIMST personnel (Transport, Canteen etc.,) shall not extend to service provider of the service provider.
- b. In the event of any damage to the property of Institute or personal injury to institute / service provider personnel due to the negligence of service provider employees, the responsibility shall solely rest with service provider.
- c. SCTIMST will not be responsible for any loss or life of Service Provider's Service Personnel while performing the contract at SCTIMST premises due to natural calamities / accidents / explosion etc.

31. Performance security

A bank guarantee or security deposit (in the form of account payee demand draft or fixed deposit receipt from a commercial bank) should be submitted as performance security by the service provider to the Institute. The bank guarantee should be from



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a nationalized bank of India in a format approved by the Institute and should have validity till 3 month after the expiry of the contract period. The amount of performance security should be 3% of contract value.

32. Legal Jurisdiction

For all disputes arising out of the contract, entered into in this regard with the service provider the legal jurisdiction will be Thiruvananthapuram, Kerala State, India.

Enclosure:-

1. ANNEXURE - A

ANNEXURE - A

Servicing of Fire Hydrant System	Unit rate for servicing including GST
1. Surgical Block	
2. Ladies Hostel	
3. Kumarapuram NFH	
4. Shrishty Building	

Procedure for Monthly Servicing of Fire Hydrant System

1. Checking and cleaning of hydrant valves, hose reels, fire shafts, hose box, hose couplings, hose box.
2. Inspecting the system for any leakage of pipes, valves and if any found set them to right working condition.
3. Running of the pumps and charging the system
4. Polishing the brass couplings of hoses and hydrant outlets with metal polish.
5. Operating the entire hydrant valves and checking of damages in washers, lugs, couplings and nozzles.
6. Servicing the conditions of ball valves and hydrant valves.
7. Servicing hose reel drums and rubber hoses.



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8. Checking and servicing inner line coating of fire hoses.
9. Lubricate all bearings and gland rope of pump.
10. Operating hydrant valves and checks the performance of pump monthly.
11. Lubricating the moving parts of hydrant valves and hose reel drums.
12. Servicing Butterfly valves, NRV and air release valves.
13. Servicing shut off nozzles of hose reel drums
14. Checking of fire hose boxes
15. Servicing FBI Inlet & Yard points

Sd/-
Authorised Signatory



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Bid Security Declaration

(In Company Letter Head)

To

The DIRECTOR,
SCTIMST, Trivandrum,

Dear Madam/Sir,

1. I/We Mr./Ms authorised person to sign the bid documents **for award of Annual Maintenance Contract (Comprehensive) for Servicing of Fire Hydrants installed in SCTIMST as per the Annexure – A**, do here by declare that I/We have gone through the entire tender documents including terms and conditions mentioned in the tender documents and undertake to comply with them.
2. I/We further declare that we will not withdraw our bid or modify our offer during the period of validity of the bid after the deadline for submission of such documents.
3. If I/We withdraw or modify the bids during the period of validity, or if I/We are awarded the contract and fail to sign the contract, or to submit a performance security before the deadline as defined in the tender document or Work Order, we will be suspended for a period of Three Years from the date of disqualification from being eligible to submit bids/proposals for contracts with SCTIMST, Trivandrum.

Signature of Authorized Official

(with seal of firm)

(Name of Bidder)

Place

Date.....