

(Web Site: www.iimkashipur.ac.in)



TENDER DOCUMENT

"NON-COMPREHENSIVE AMC FOR MULTI-BRAND APPLIANCES (REFRIGERATORS, MICROWAVE OVENS, AND WASHING MACHINES)"

NOTICE INVITING TENDER (NIT) NO. IIMKASHPUR/PUR DEPTT /NIT/ 21 / 2025-26
DATED 27.01.2026

SECTION-I

The Indian Institute of Management (IIM) Kashipur, having its office at Kundeshwari, District - Udhampur, Jammu and Kashmir – 180021, is an Institute of national importance under the aegis of the Ministry of Education, Government of India set up to provide management education of high quality and to promote allied areas of knowledge and interdisciplinary studies.

The Indian Institute of Management (IIM) Kashipur invites bids in single bid system from reputed, experienced and financially sound agencies/companies for the Annual Maintenance Contract (AMC) for multi-brand appliances, including Refrigerators, Microwave Ovens, and Washing Machines. The AMC will cover a total quantity of 88 units for each category of items mentioned.

The purpose of this contract is to ensure the smooth functioning of the above-mentioned appliances in the Institute's premises and ensure regular maintenance, servicing, and repairs to maintain their optimal performance.

Brief Tender Details:

Tender Description	Tender Fees (Rs.)
Non-comprehensive AMC for multi-brand appliances (refrigerators, microwave ovens, and washing machines)"	Nil

The tender document can be downloaded from Institute website: www.iimkashipur.ac.in and Central Public Procurement (CPP) portal <http://eprocure.gov.in/epublish/app> and bids are to be submitted (hard copy) at IIM Kashipur as prescribed in the tender document. Kindly adhere to the last date and time of submission of the tender.

Critical Dates of Tender:

Sl. N o	Particulars	Date	Time
1	Date and Time of online Publication/Download of Tender	27.01.2026	04:00 PM
2	Bid Submission start date & time	27.01.2026	04.00 PM
3	Bid Submission close date & time	16.02.2026	03:00 PM
4	Opening of Bid	16.02.2026	03:30 PM

INSTRUCTIONS TO BIDDERS

1. Bids in sealed cover are invited under single bid system from reputed, experienced and financially sound parties. Please super scribe the outer cover of the sealed bid as "**NON-COMPREHENSIVE AMC FOR MULTI- BRAND APPLIANCES (REFRIGERATORS, MICROWAVE OVENS, AND WASHING MACHINES)**",

NIT/21 (dated 18 Dec 2025) to avoid the Bid being declared invalid. Bids not super scribed with the details mentioned above may be declared invalid. The Financial bids of only eligible and technically qualified bidders will be taken into account, after the same has been ascertained by evaluation of the Bids by the Committee. Considering the urgency of the work, no requests for extending the deadline shall be considered.

The address, contact numbers, date of issue of document, last date of submission of bids, date and time of opening of bids for sending Bids or seeking clarifications regarding this NIT are given below:-

Bids/queries to be addressed to	SAO (PURCHASE)
Postal address for sending the Bids	SAO (PURCHASE) INDIAN INSTITUTE OF MANAGEMENT, KASHIPUR KUNDESHWARI, KASHIPUR, DIST. UDHAM SINGH NAGAR, UTTARAKHAND (INDIA) PIN – 244713 Website: www.iimkashipur.ac.in
Name/Designation of the contact personnel	STORE AND PURCHASE OFFICER
Telephone numbers of the contact personnel	91-7088270882, 7900444090 / 321
e-mail ids of contact personnel	purchase@iimkashipur.ac.in
Estimated Bid Value	Rs 4,05,000/-
Earnest Money Deposit (EMD)	Rs 20,250/-
Performance Bank Guarantee (PBG)	5% of the contract value
Last date and time of submission of bid	16.02.2026 at 03:00 pm. Any changes of the schedule will be notified on the Institute's website.
Date and time of opening of Bid	16.02.2026 at 03:30 pm onwards. Any changes of the schedule will be notified on the Institute's website. If the date is a holiday, the next working day will be the opening date of the tender.

2. Cost of Bid Document/Tender Fee: Nil

3. Tender Value/Estimated Volume of Business: The yearly total estimated cost/bid value/tender value including cost of spares of the NIT is approximately Rs. 4,05,000/- (Rupees Four Lakh Five Thousand Only).

4. Issue of Tender: The tender document can be downloaded from the Institute website - www.iimkashipur.ac.in or eprocure.gov.in. Please keep visiting our website for any corrigendum/amendments and submit the bid document accordingly.

5. Manner of depositing the Bids: Sealed Bids should be either dropped in the Tender Box placed at Main Gate of IIM Kashipur or should be sent by registered post/courier at the address given above to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal/courier delay or non-delivery/non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered. The NIT is to be signed on all the pages by the bidder. This NIT is being issued with no financial commitment. IIM Kashipur also reserves the right to withdraw the NIT, should it become necessary at any stage for withdrawing the NIT.

6. The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. This event will not be postponed due to non-presence of your representative.

7. Forwarding of Bids – Bids should be forwarded by Bidders in a sealed envelope by duly super scribed as stipulated above and this should contain copy of NIT document duly signed and stamped on each page along with Annexure-I of the NIT supported by demand drafts (Tender Fees and EMD) and all the documentary proofs to establish eligibility and their potential of professional readiness for the work services.

8. Clarification regarding contents of the NIT: A prospective bidder who requires clarification regarding the contents of the bidding documents shall send their query/queries at purchase@iimkashipur.ac.in latest by 14.02.2026, any queries received beyond the above mentioned timeline shall not be entertained. IIM Kashipur response to the queries shall be uploaded on the website.

9. Modification and Withdrawal of Bids: A bidder may modify or withdraw his bid after submission, provided that the written notice of modification or withdrawal is received by the IIM Kashipur prior to deadline prescribed for submission of bids. A withdrawal notice should on a signed confirmation copy to be sent by post or by email and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security. Submission of bid means that bidder has read all the terms and conditions of this Tender Documents carefully and will comply with them unconditionally. Conditional bids shall not be accepted.

10. Rejection of Bids: Canvassing by the Bidder in any form, unsolicited letter and post-tender

correction may invoke summary rejection with forfeiture of EMD.

11. Validity of Bids: The Bids should remain valid till **90 days** from the last date of submission of the Bids.

12. Security Deposit: 5% of the awarded contract value.

13. Payment Terms - Payments will be made on a quarterly basis through ECS/ NEFT after submission of the bills for the completed services. Taxes like GST etc. will be paid as per Govt. norms. No advance payment(s) will be made. On receipt of the Final payment, bidder shall furnish a "No Claim Certificate" to IIM Kashipur.

14. Earnest Money Deposit (EMD):

a. The bidder is required to submit an Earnest Money Deposit (EMD) of **Rs. 20,250/-** (Rupees Twenty Thousand Two Hundred and Fifty Only) in the form of a Demand Draft or Bank Guarantee in favour of The Director, IIM Kashipur, along with the bid. Bids without the EMD will be rejected.

b. The EMD will be refunded to the unsuccessful bidders after the final award of the contract. However, the EMD will be forfeited in the event of the bidder withdrawing their bid before the contract is awarded or failing to sign the contract after being awarded the work.

15. Performance Bank Guarantee (PBG):

a. The successful bidder will be required to submit a **Performance Bank Guarantee (PBG)** equivalent to **5%** of the Contract value within **30** days from the date of the award of the contract.

b. The PBG shall be valid for the entire duration of the contract, and in case of any extension of the contract, the bidder shall extend the validity of the PBG accordingly.

c. The PBG will be forfeited in case of non-performance, failure to provide services, or any breach of the terms and conditions of the contract by the successful bidder.

16. Penalty Clause:

a. **Delay in Service:** If the bidder fails to provide the required maintenance or repair services within the stipulated time as per the agreement, a penalty of **Rs 500/-** per day will be imposed for each day of delay beyond the stipulated service period.

b. **Non-Performance:** If the bidder fails to provide satisfactory service or if the appliances are not maintained in working condition, a penalty of **Rs 1000/-** may be imposed for the non-performance.

c. **Termination of Contract:** If the bidder fails to perform as per the terms of the contract, IIM Kashipur reserves the right to terminate the contract after giving a **30-day notice**. In such cases, the bidder will also be liable to pay the penalty as mentioned above, and the contract will be awarded to another bidder.

SECTION – II

Scope of work

1. The work service contract is for two years. The contract may be extended annually based on satisfactory services and subject to mutual agreement of both the parties. The proposed date of commencement of the Work: **15th March 2026**. The scope of work for the AMC includes, but is not limited to, the following:

Terms & Conditions for Washing Machine, Microwave Oven, and Refrigerator For Annual Maintenance Contract (AMC) / On-Call Repair & Maintenance

1. AMC Requirement:

The vendor shall provide services under an Annual Maintenance Contract (AMC) as well as on-call repair services for the listed appliances.

2. On-Call Duty & Service Response Time:

- Services shall be rendered only in the event of a machinery breakdown.
- The vendor must attend and resolve the complaint within 24 hours of receiving the service call.
- Visit charges shall apply only in cases where part replacement is carried out, or servicing has been performed.

3. Visit Charges:

Appliance	On-Call Duty	Per Visit Charge (₹)
Washing Machine	Required	₹500
Microwave Oven	Required	₹350
Refrigerator	Required	₹500

4. Parts Replacement:

- Spare parts will be billed separately as per actual and prevailing market rates.
- A minimum 3-month warranty must be provided on all replaced parts.

5. Vendor Eligibility:

Vendors must have relevant experience in servicing branded household appliances.

Washing machine parts to be repaired and replaced

Clutch assembly
Wash motor
Pressure switch
Drain motor
PCB Repair and Replacement

Transformer
Wiring
Inlet valve
Service with chemicals
Door / Lid and Lock Mechanism
Shock Absorbers / Suspension System
Drive Belt / Pulley

Microwave oven parts to be repaired and replaced

Magnetron
Painting coding
Fan motor
Diode
Heat sensor
Service charges
Disc Plate
Capacitor
Transformer
Waveguide
Door and Door Interlock Switches
Control Panel / PCB (Printed Circuit Board)
Display Screen
Light Bulb:
Thermal Fuse / Thermostat
Divert

Refrigerator parts to be repaired and replaced

Compressor
Thermostat Valve
Gas
Cabinet
Evaporator coils
Evaporator Fan
Capillary tube
Overload switch
Heating Net
Door Gaskets / Seals
Service charges

Expansion Valve
Shelves and Drawers:
Interior Light:
Drain Pan and Drain Tube

Scope of Work and Terms & Conditions

The institute has many electric appliances to facilitate the students' needs. Approximately 300 appliances, such as Washing Machines, Refrigerators, and Microwave ovens, are used in the hostel area. For better performance of the said appliances, an AMC is required for these appliances at the Institute. The scope of work for the AMC is found below:

1. The technician shall be available on call within 24 hours.
2. Replacement of parts shall be identified and replaced within 03 days.
3. The replaced parts shall be deposited at the Hostel Office.
4. After the service of any appliances, the technician shall clean the area where he worked.
5. The rate shall be included in all taxes on the bill.
6. No any bill shall be acceptable beyond one month after the service and replacement of parts.
7. For any damage or loss of the appliances or parts during the service, the technician shall be responsible for the same and repair without any cost.
8. The AMC may undergo additional modifications from time to time.

Details

Items Name	Qty
Washing Machine	112
Microwave Oven	100
Refrigerator	88
Total	300

A. Response Time and Service Availability:

- i. Emergency Breakdown Response Time: 24 hours from the time of reporting a malfunction.
- ii. Regular Service Schedule: Maintenance should be performed once every quarter or as per appliance manufacturer's recommendations.
- iii. Service shall be provided on a call basis from 9:00 AM to 6:00 PM, Monday to Saturday. In case of any major breakdown, services should be available on Sundays and public holidays as well.

2. The Contractor shall not appoint any sub-Contractor to carry out any obligations under the contract or sub- let the contract.

(a) Any one or more the following action/commission/omission are likely to cause summary

rejection of tender:

- i. If the Tender fee is not found with the Bid.
- ii. Any bid received late without conclusive proof that it was delivered before the specified closing time.
- iii. Any bid received unsealed or improperly sealed or Any conditional bid
- iv. Any bid in which rates have not been quoted in accordance with specified formats/details as specified in the Bid Documents
- v. Any effort by a bidder to influence the IIM Kashipur in the bid evaluation, bid evaluation, bid comparison or contract award decision.

(b) IIM Kashipur reserves the right to negotiate with first lowest bidder to arrive at the fair and reasonable price.

(c) The successful contractor should execute a Contract on non-judicial stamp Rs. 100/-, incorporating the various terms and conditions. In the event of bidder backing out before actual award of execution of Contract, such bidder will be liable to forfeit the EMD. The decision of the Hon'ble Director of IIM Kashipur will be final in all respect and will be acceptable to all the tenderers.

(d) The IIM Kashipur reserves the right to accept / reject / select more than one Contractor and to annul the bidding process of any or all bids at any time prior to award of contract without thereby incurring any liability to the affected bidders.

3. Non-disclosure of Contract documents: Except with the written consent of IIM Kashipur, other party shall not disclose or share any contract/ provision, specification, plan, design, pattern, sample or information about the institute thereof to any third party.

4. Termination:

- (i) This Agreement may be terminated in whole or in part, by either Party in the event of a material breach by a Party that is not cured within thirty (30) days of a notice from the non-breaching Party.
- (ii) This Agreement may be terminated in whole or in part, by a Party for convenience, on ninety (90) days prior written notice to the other Party.
- (iii) In addition to the above, either Party may terminate this Agreement if the other Party (a) admits in writing its inability to pay its debts generally as they become due, or (b) makes an assignment for the benefit of its creditors, or (c) institutes or consents to the filing of a petition in bankruptcy, whether for reorganization or liquidation, under federal or similar applicable state laws, or (d) is adjudged bankrupt or insolvent by a court having jurisdiction, then in any of such events, the other Party may, by written notice, immediately terminate this Agreement, without further liability to the other Party, except to produce or pay all accrued payments.

5. Notices: All notices, requests, demands or communications required hereunder shall be

in writing inclusive of electronic means as recognized by IT Act 2000 (including any statutory modifications thereof) and shall be deemed to have been given or made (a) if by mail when deposited in the mail by certified mail, postage prepaid return receipt, requested at its address set forth on the signature pages hereto (b) if by telecopy when sent by used telecopy to the telecopy number set forth on the signature page hereto provided. Either Party may change its address or telecopy number for notice, by providing notice to the other Party of such change in the manner and within such time as provided herein.

6. Counterparts: This Agreement may be executed in counterparts, each of which shall be deemed an original, but all such counter parts shall together constitute but one and the same agreement.

7. Non-Solicitation: During the term of the Agreement and for a period of one (1) year thereafter, neither Party shall (either directly or indirectly through a third party) employ, solicit to employ, cause to be solicited for the purpose of employment or offer employment to any employee/s or subcontractor/s of the other Party, or aid any third person to do so, without the specific written consent of the other Party. For the avoidance of doubt, this restriction applies only to those employees who are connected with the Services performed under this Agreement. The clause does not prevent hiring based on responses by employees to public advertisement on any media that are not specifically targeted at the other Party's employees.

8. Amendments: No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

9. Force Majeure: Neither Party shall be liable for damages for any delay or failure to perform its obligations hereunder, if such delay or failure is due to causes beyond its control or without its fault or negligence, including, without limitation, riots, wars, fires, epidemics, lack of human or material resources, quarantine restrictions, unusually severe weather, earthquakes, explosions, acts of god or state or any public enemy, or acts mandated by any applicable laws, regulation or order (whether valid or invalid) of any governmental body. If a force majeure event occurs the affected Party shall inform the other Party promptly and will use reasonable efforts to mitigate adverse effects and to resume performance as soon as practicable. Should the force majeure event extend beyond fifteen (15) days either Party shall have the right to terminate the Contract upon immediate written notice without any penalty or liability. However, the existing liabilities of the Parties and the IIM Kashipur's payment obligations for services successfully performed, provided the same is not affected by a force Majeure event, shall remain and not be affected by the force majeure event.

10. Confidentiality: Both the Parties hereby undertake that under no circumstances whatsoever they shall disclose any of the Terms of this Contract and all or any Confidential Information belonging to the other party like financial plans, business plans, and others, declared confidential to which they might have access during the association with one another in terms of this Contract, except to the extent that is already in public knowledge/ domain. The

Confidential Information as hereinabove detailed shall not be disclosed during the subsistence of this Contract and thereafter for a period of five years from the date of termination of this Contract for whatever reason.

11. **Indemnity:** The Contractor (Indemnifying Party) shall indemnify, defend and hold harmless the IIM Kashipur (Indemnified Party), its directors, officers and employees from and against any and all losses claims, demands, liabilities (including attorney's fees) that arise from any errors and any act/ commission/ omission on the part of the Indemnifying Party or in connection with any work, obligation, authority delegated to the Indemnifying Party under this Contract.

12. **Arbitration:** In event of any dispute or difference arising out of or in connection with the Contract including the interpretation of its clauses or any other matter arising out of the Contract between the Parties, the same shall be resolved by mutual discussion and if any dispute or difference arising out of this Contract or interpretation of the Contract or any other matter related to it. If the contract still remains unresolved; it shall be then referred to the Sole Arbitrator who shall be appointed by the Director, IIM Kashipur alone. And the arbitral proceedings shall be conducted strictly in accordance with the Arbitration and Conciliation Act, 1996, as amended up-to-date (including the statutory modifications thereof). The place of conducting Arbitration / seat of Arbitration shall be Kashipur, Uttarakhand and the arbitral proceedings shall be conducted in English language only. The cost of arbitration shall be shared equally by both the parties and the decision/ interim orders passed by the Sole Arbitrator shall be final and binding on both the Parties.

SECTION- III

TECHNICAL/ELIGIBILITY CONDITIONS OF THE BIDDER

1. **Eligibility Criteria**

(a) The Contractor should have a legal status, whether it will be a registered Partnership Firm/Company under the Companies Act, having a legal entity with all statutory licenses/registration for carrying out such activity, as well as registration for tax liabilities GST/income tax others statuary liabilities. (Copy of GST & other licenses/registration to be attached) – **Annexure A**.

(b) Average Annual turnover of the firm in three years should be greater than or equal to 1.5 lakhs only. (Bidders are mandatory to furnish relevant documents to support their sound financial status as part of the bid submission. The institute will verify the documents submitted by the bidder, if required.) – **Annexure B**.

(c) The bidder must have at least two years' experience in providing similar types of services and should have **executed at least one service in the last three-year** period to any of Central/State Government/PSUs. Documentary proofs for the services

rendered with such Central/State Government/PSU's, with duration of service shall be furnished. (Bidder to furnish relevant documents in support to establish eligibility as part of bid submission. The institute will verify the documents submitted by the bidder, if required) – **Annexure C.**

(d) There should be no criminal case pending with the police against the Proprietor/Firm/Partner or the Company (Agency) and the firm should not be blacklisted by the Central Government/State Government/PSU/any other Institutes. The declaration to such state as incorporated in the bid will be assumed for this purpose – **Annexure D.**

2. **Evaluation Criteria** - The broad guidelines for evaluation of Bids will be as follows:

- a. Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the NIT, both technically and commercially.
- b. The Lowest Bid will be decided upon the lowest price quoted by the bidder as per the Price Format on Annexure-II:
- c. The rate contract will be awarded to the overall L-1 bidder for the services. The value of Total cost (inclusive of all taxes) will be ascertained for determination of L-1 vendor.
- d. All the rates quoted should be inclusive of all freight charges / taxes.

Signature of Authorized signatory of the company with Seal

Annexure-A

1. Name of the bidder _____
(a) Trade Name (in block letters) _____
(b) Status of the Bidder: (Proprietorship/Partnership/LLP/Limited Co. (in block letter) _____
(c) Name of Proprietor/Partners/CEO/Directors _____
(d) Date of Establishment _____
(e) Postal Address _____
2. Telephone/Mobile No. _____
3. E-mail / Website address (if available) _____
4. Bank Draft No, date, Bank name and amount
(If applicable)/ MSME or NSIC Reg No. _____
(a) MSME/NSIC Regn. No. (if applicable) _____

(Enclose self-attested photocopy)

5. Name of the Banker, Branch Name & address _____ In _____
Block letters) for E-payment purpose)
A/C No. _____ A/C Type _____ Branch code _____
IFSC code _____
6. PAN (Enclose self-attested photocopy) _____
7. GST Registration No (Enclose self-attested photocopy) _____
8. Any other Relevant Information _____
(e.g., Number of Years of Experience in similar line of Business / Turnover for last financial year)
9. Lab. License / EPF / ESIC Reg. No. (if applicable) _____ (Enclose self-attested photocopy)
10. Any other relevant information e.g., Number of years of experience in a similar line of business. Please enclose copies of the audited balance sheet for the last three consecutive years ended 31.03.2024 by a Chartered Accountant, must be uploaded.

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this Bid/quotation/NIT as stipulated in the Bid notice No. _____ Accordingly, I/we accept the terms and conditions and hereby offer the rates for (name of the work or supply)”

Signature: _____

Name of the bidder: _____

Date Official seal of the bidder: _____

NOTE: Please upload all the above-mentioned supporting documents with seal and signature for verification.

Annexure-B

CA Turnover Certificate

(Format of the CA Certificate to be submitted by the Firm)

Dear Sir/ Ma'am,

This is to certify that M/s _____ having office at _____ are in the business of for completed years (considered up to 31-March of last Financial Year). Their Turnover in each Financial Year during the preceding years (years in words) are as given below:

SR. NO.	FINANCIAL YEAR	ANNUAL TURN OVER IN INR
1	2021-2022	
2	2022-2023	
3	2023-2024	
Average of three years		

This is further certified that the above Turnover is in line with the Turnover declared by the Business in their Income Tax Returns filed under PAN No:

[UDIN] _____

For _____, Chartered Accountants

Partner, M. No/ FRN No. _____

Date: _____

Place: _____

Note: If Bidders having turnover and profit and loss certificate in own format, they can submit in that format else Bidders have to submit turnover certificate in this format.

Annexure-C

List of Work orders and Work Completion Certificates

Sr. No.	Department / Company Name	Work Description	Contract Value (Rs.)	Contract start Date	Contract Completion Date	Work order attached YES or NO	Completion Certificate attached YES or NO	Page No. on submitted document
1								
2								
3								
4								
5								

Company Name: _____

Name of Authorized Person: _____

Authorized Signatory: _____

Date: _____

Annexure-D

**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD
TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION**

**UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT/ NO CRIMINAL CASE PENDING
WITH THE POLICE AGAINST THE PROPRIETOR/FIRM/PARTNER OR THE COMPANY
(AGENCY)**

To,

INDIAN INSTITUTE OF MANAGEMENT KASHIPUR

Dear Sir/ Ma'am,

We hereby confirm and declare that we, M/s _____, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last _____ years. Further, there is no criminal case pending with the police against the Proprietor/Firm/Partner or the Company (Agency).

For _____

Authorized Stamp and Signatory Date:

ANNEXURE-II

(Refers to IIM Kashipur/NIT)

FINANCIAL BID

Name of the Tenderer Firm: _____

Financial Bid for the period of one year:			
Item	Unit Price (INR)	Quantity	Total Price (INR)
Oven (Non-Comprehensive AMC)		100	
Refrigerator (Non-Comprehensive AMC)		88	
Washing Machine (Non-Comprehensive AMC)		112	
Grand Total inclusive of all taxes			

In words Total amount including of Taxes and other charges: -

.....

Note:

1. It is expected that a minimum of 10 scheduled visits per month will be required for the tasks mentioned in the bid document for the above items.
2. Replacement of faulty parts, if necessary, with genuine, compatible parts at a reasonable cost.
3. The financial bid will be evaluated as a whole in totality. No piecemeal tender will be awarded. Tender will be awarded as a whole to the overall Lowest bidder.
4. The price quoted should be the final price inclusive of all taxes and freight, miscellaneous cost etc. No extra amount shall be paid. The rates should be F.O.R basis.

Declaration by the Tenderer: This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions attached and undertake myself/ourselves to abide by them. The General Terms & Condition are part of the Tender. The quantity mentioned above may change and payment will be made as per the service provided to actual number of units.

Date:**Signature of Authorized
signatory of the
company with Seal**