

# RFQ for Annual Maintenance Contract of Fire Hydrant and Sprinkler systems at Indian Institute of Science, Bangalore-560012

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## 2 Short Summary

**IISc Bangalore invites Indian OEM or its authorized Indian distributor / partner are invited to submit their bid in INR only** for the Annual Maintenance Contract for multiple fire hydrant systems and sprinkler systems installed at their Bangalore campus. The AMC will be for a period of 1 year, with an option to extend further for an additional period of up to one or two years, depending upon the performance of the contractor.

The bids must be addressed to

**The Chair, Fire Purchase Committee**  
**Office of Laboratory Safety & Environmental Health (OLSEH),**  
**Near Unit 1b, Choksi hall**  
**Indian Institute of Science Bangalore - 560012**  
**Email: - dharmendras@iisc.ac.in**

### 2.1 Important Information:

<b>RFQ Reference Number</b>	RFQ No: RFQ No: IISc/Purchase/FFE/2020-21/02
<b>Availability of RFQ document</b>	RFQ will be available on our IISc website <a href="http://www.iisc.ac.in/tender">www.iisc.ac.in/tender</a> from 12th April 2021. The RFQ may be downloaded from the Tender Section of Indian Institute of Science website by the Bidders. No hard copy of the RFQ will be made available by the IISc.
<b>Last date of submission of any query / reporting any error</b>	4th May, 2021 by 03:00pm. ALL QUERIES TO BE SUBMITTED THROUGH EMAIL ONLY ON <a href="mailto:dharmendras@iisc.ac.in">dharmendras@iisc.ac.in</a>
<b>Due date/time</b>	Bid Submission: 04 <sup>th</sup> May , 2021 by 03:00 PM. Late RFQ will not be accepted under any circumstances including postage delay.
<b>Date &amp; Time of Technical bid Opening</b>	6th May 2021 at 03:30 PM
<b>Contact person</b>	Safety Officer, Mr. Dharmendra Singh Email: <a href="mailto:dharmendras@iisc.ac.in">dharmendras@iisc.ac.in</a> Tel: 080-22933199
<b>Validity of Offer</b>	The offer should be valid for period of <b>90 days</b> from the last date for submission of the offer

### 2.2 Important Definitions

Following terms are used in the document interchangeably to mean:

1. IISc means “Indian Institute of Science”.
2. Recipient, Respondent and Bidder, Vendor, means “Respondent to the RFQ Document”.
3. Tender means RFQ response documents prepared by the Bidder and submitted to **IISc**.

### 2.3 Disclaimer

1. IISc reserves the right to reject any / all applications without assigning any reason whatsoever.
2. The above dates are tentative and subjected to change without any prior notice or intimation

3. Bidders should check our website [www.iisc.ac.in/tender](http://www.iisc.ac.in/tender) for any changes / addendums to the above dates and / or any other changes/ update to this RFQ). Bidders are requested to keep themselves updated through our said website from time to time.
4. Please note that Financial Bids will be opened for only those service providers who qualify in the Technical bid stage
5. This RFQ is not an agreement and is neither an offer nor invitation by the IISc to the prospective Bidder/s or any other person or entity. The purpose of this RFQ is to provide interested parties with information that may be useful to them in the formulation of their bids pursuant to this RFQ.
6. This RFQ may not be appropriate for all persons, and it is not possible for the IISc, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFQ. While all care has been taken to keep the assumptions, assessments, statements, and information contained in this RFQ as relevant, complete, accurate, adequate, and correct, it may not be taken as final.

## 2.4 Confidentiality

This document is meant for the specific use by the Company / persons interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. IISc expects the bidders or any person acting on behalf of the bidders to adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the IISc. In the event of such a circumstance is brought to the notice of the IISc. By downloading the document, the interested party is subject to confidentiality clauses.

## Technical Requirements

### 2.5 Introduction

1. This Request for Quotation document ('RFQ document' or RFQ) has been prepared for the purpose of selecting Vendors / Service Providers for Annual Maintenance Contract for Fire Hydrant System and sprinkler system at IISc, Bengaluru.
2. In response, Indian Institute of science seeks a detailed technical and commercial proposal from the experienced service providers having experience in similar type of activity.
3. Initially contract will be awarded to successful bidder for a **period of one year**. Based on the yearly performance review for satisfactory performance of the vendor, IISc reserves the right to extend the period for a further period of up to 1 or 2 years with same terms and conditions.

### 2.6 Eligibility

1. The vendor must have experience in commissioning and maintenance of firefighting system in High Rise Buildings of minimum 05 stories.
2. **Its Mandatory that Vendor must be Indian OEM or its authorized Indian distributor / partner are invited to submit their bid in INR only.**
3. Minimum average yearly turnover of **Rs. 1 crore** over last four fiscal years, for work of similar nature.
4. **Work Executed.** The bidder shall have carried out similar work during last 04 fiscal years as under:

- a. Annual Maintenance Contract of Fire Hydrant Systems.
  - b. One similar work of 80% of estimated cost i.e. Rs.30 lakhs OR
  - c. Two similar works of 50% of estimated cost i.e. Rs.15 Lakhs.
- 5. **Product Certification.** The products of the applicant should have latest BIS certification. The products should be based on latest technology for the specific requirement.
- 6. **Performance Certificate:** The applicant should submit a "Satisfactory Performance Certificate" from two Companies/Entities where the applicant has done installation/maintenance of Fire Fighting systems.
- 7. **Supply & Installation:** The applicant should be able to supply and install the products for which empanelment is sought by themselves. No subletting of the work is permissible.
- 8. **Past Record:** The applicant should not have been blacklisted by any PSU/PSB/Govt. Organization in past 5 years or services terminated due to deficient performance. A certificate be submitted stating that the company/firm or its owner or any sister concern have not been blacklisted. (Annexure A)
- 9. If IISc has issued a dissatisfactory letter / termination of work contract due to dissatisfactory services to the agency the bid of the company will be rejected.

## 2.7 Scope of Work

- 1. The agency shall carry out Periodical Maintenance under AMC. The contractor shall carry out periodic maintenance of the following systems and associated accessories to ensure 100% functionality.
  - a. Hydrant main and Jockey Pump
  - b. Diesel pump
  - c. Terrace pump (Booster pumps with positive suction)
- 2. **Ensure all Fire Pumps functional on Auto Mode.**
- 3. **Response times**
  - a. In case of a breakdown, the vendor must respond within 24 hours of the first report.
  - b. In case of major hardware breakdown, the problem must be rectified within 5 days. If further delay is expected, Vendor must inform OLSEH (Office of Laboratory Safety and Environmental Health) and get prior permission.
  - c. In case of minor hardware breakdown or electrical breakdown, the problem must be rectified within 48 hours. If further delay is expected, Vendor must inform OLSEH and get prior permission.
  - d. There will be up to 3 surprise audits of the systems. Vendor must depute a responsible officer for the audit, within 48 hours of the notice.
  - e. In case vendor detects a problem during regular maintenance, the vendor must inform OLSEH with 12 hours by email.
- 4. **List of Maintenance Tasks:** The contractor shall depute a team of qualified technicians to carry out the "list of maintenance tasks" given below as per given frequency.
  - a. **Daily**
    - i. Run the pumps at least for 5 minutes.
    - ii. Check the water level in the priming tank (If negative suction)
    - iii. Check the level of water in the reservoir.
    - iv. Check the level of diesel in the diesel tank. (For diesel driven pumps)
    - v. Check to ensure that all pressure gauges show correct reading.
    - vi. Check the condition of glands and coupling of the pumps for leakage/noise.
    - vii. Check all the batteries of the diesel pump and ensure the batteries are properly charged.

- viii. Check water level of the radiators for diesel pumps.
- ix. Check condition of couplings
- x. Record the observations in the pump room logbook

**b. Weekly**

- i. Water supply valves should be checked to make sure they are open.
- ii. Check all pressure gauges to ensure that they show correct reading.
- iii. Check all pump glands for any leakage.
- iv. Check the bearing grease cups and refill with grease if necessary.
- v. Check Battery electrolyte level and condition of battery.
- vi. Check the Hose reel operation.
- vii. Operate the monitors on rotation basis.
- viii. Operate hydrants and hoses on rotation basis during the drills.
- ix. Check all hose boxes and availability of hoses and nozzles.
- x. Check all hydrant valves and hose coupling springs and lugs.
- xi. Check to ensure that the Fire department connections are unobstructed.

**c. Fortnightly**

- i. Test hydrant mains with maximum delivery pressure and all valves closed, for any leakage.
- ii. Polish all hose couplings and branch pipes.

**d. Monthly**

- i. Repeat all above activities.
- ii. Clean the motor starter contacts.
- iii. Performance test for checking correct operability of hydrants and pumps.
- iv. Check all sluice valves and non-return valves for any leakage.
- v. Check all glands and packing.
- vi. The hydrant or valve pit should be opened and checked that it is clean and not filled with any dirt or leaking water. If the pit is full of water, it should be emptied and cleaned.
- vii. The valve spindles should be checked and any signs of excessive wear including leakage in the gland got rectified. If a false spindle is fitted, it should be checked that it is in position and securely fixed.
- viii. The valve should be opened slightly to see that water is flowing freely and there is no obstruction in the outlet. In the case of underground hydrants, the valves should be opened only after fixing the standpipe and fully closed before the standpipe is removed. Any blank caps or covers provided on the outlet should be replaced and securely fixed.
- ix. If any washers are used in the outlet, it should be ascertained that these are in position and in working order. Unserviceable washers should be replaced by the inspection team immediately.
- x. The brick work of the pit, the cover and its frame and the state of the roadway or ground, round the frame should be examined and a report made if these are damaged.
- xi. The pits should be thoroughly emptied of water and cleaned before the covers are closed.
- xii. The paint work of the hydrants, pit covers, indicator plates, etc, should be checked and removed, if necessary. Brass parts should be cleaned and polished.

- xiii. Any obstruction in the approach to the appliances round the hydrants should be removed.
- xiv. If frost valves are fitted, those should be checked for satisfactory working and replaced where required.
- xv. All cut off (isolating) valves should be operated and oiled, if necessary, once a month.
- xvi. Isolating (cut off) valves should be thoroughly overhauled annually to remove sludge and other foreign matter collected in valve seating.

**e. Quarterly**

- i. Repeat all monthly checks.
- ii. Lubrication of monitors.
- iii. Lubrication of hose reels
- iv. Lubrication of all valves.
- v. Lubrication of engine
- vi. Lubrication of pumps.

**f. Six Monthly**

- i. Leakage test of hose reels.
- ii. Cleaning of suction and delivery valves.
- iii. Insulation resistance test of pump motor circuit.
- iv. Issue a performance certificate for each system, stating that “the fire prevention and life safety system is in good repair and working condition”.

**g. Annually**

- i. Carry out the flow test of the pumps (including jockey pump)
- ii. Calibration of all pressure gauges.
- iii. Physical check-ups of all above ground piping, to check any dislocation of supports, wrong orientation, overloading etc.
- iv. Check the length of hoses and replace if the length is less than 90 % of the original length.
- v. Leakage test of hoses.
- vi. Carry out the load test of diesel engine.
- vii. Thorough overhauling of landing valves and cut off valves.

**h. Once in two years (Not part of AMC. The contractor can submit a separate quote but must oversee the process)**

- i. Paint the entire installation.
- ii. Flush the entire system
- iii. Overhaul all pumps.
- iv. Overall diesel engine
- v. Clean the water reservoir.
- vi. All the A/B/C checks of diesel pumps to be carried out by the authorized agency/Person of the OEM (Original Equipment Manufacturer)

**5. Documentation:**

- a. Any maintenance or repair work must be documented in hardcopy in a service logbook wherein all the data related to the visits and services provided could be found. The log should include pictures for major repairs or issues.
- b. Accumulated logs (with pictures) should be submitted to OLSEH office every quarter (vendor cannot destroy or misplace the logs). The logs should be available during audits.
- c. The vendor must upload the data to an online portal, as specified by OLSEH.



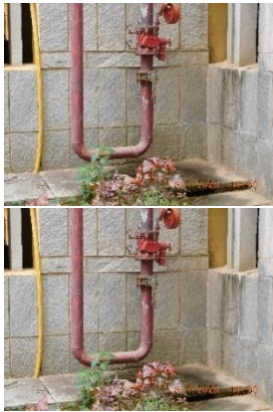

- d. The vendor shall be carrying out half yearly inspection of all the system under AMC and to issue certificate for “the maintenance of fire prevention and life safety measures is in good repair and efficient condition” twice a year in the months of July and January regarding the maintenance of fire prevention and life safety measures in the building being in good repair and efficient condition in the format issued by IISc.
- e. Issue the “performance certificate” every 6 months, as mentioned above.


## 2.8 List of equipment in Fire Hydrant Systems at IISc

The following systems will be covered in this contract.

	Department	System / Equipment / Component
1.	Physical Science	Single System –Positive suction – Booster pumps cum gravity-Located in the terrace (Pump Capacity 15 L/s and HP 12.5 motor).
2.	New biological Science	<ol style="list-style-type: none"> <li>1. Positive suction. Three pumps – one diesel and two electrical) the system is about 8-9 years old. Other details:</li> <li>2. A well-planned hydrant system with a sump to store the water.</li> <li>3. There are about 36 hydrant points in total covering the entire building from outside. There are two rubber hose reels to each wing of the floor (4 wings into 4 floors x 2 = 32) is provisioned.</li> <li>4. The entire piping of the building is placed in fire ducts in corridors of the blocks.</li> <li>5. There is provision for two water tanks of 10,000 L capacities at terrace of the building, which will work as an emergency reserve. This will help to flow the water on gravitation force, in case of hydrant pump failure during fire emergency. Out of two tanks one is broken and removed. The broken water tank must be replaced and both the tanks to be reconnected to the system in the scope of this contract.</li> <li>6. Hoses, Rubber hose reels, gate valves control wheels and other items, which are supposed to be kept in the hose boxes are to be tested and maintained. Total numbers of hoses are about 70.</li> <li>7. Jockey pump and main electric pump are in good condition and working but the couplings to be checked.</li> <li>8. The Diesel pumps to be overhauled (C Check maintenance to be carried out).</li> </ol>
3.	SERC & CDS	<ol style="list-style-type: none"> <li>1. Negative suction – Two Electrical Pumps. Other details:</li> <li>2. Age of the system: The system was installed during 1997-98 and about 22 years old. The hydrant system got one main pump and one jockey pump. Both are electric driven. The main pump is supported by a 50 KW motor and the Jockey pump is 12 HP.</li> <li>3. Type of system: The system is a negative suction system.</li> <li>4. Priming tank: There is water tank of 500 litres capacity for the purpose of priming the system. The water for the priming tank is tapped from the main pump.</li> <li>5. Mode: As of now all the pumps are kept in manual mode. The same are required to be operated on auto mode.</li> </ol>

		<ol style="list-style-type: none"> <li>6. Condition of the pumps: The jockey pump and main pump both are in running condition. There are about 30 hydrant points in total covering the entire building from outside. There are rubber hose reels provided inside the building. Total numbers about 30.</li> <li>7. Hoses, Rubber hose reels, gate valves control wheels and other items, which are supposed to be kept in the hose boxes are to be tested and maintained. Total numbers of hoses are about 60.</li> <li>8. Hundred numbers of rubber washers of hydrant coupling points to be provided (Including reserve stock).</li> </ol>
4.	<b>ECE Department</b>	A negative suction pump of 60 m head, 10 m <sup>3</sup> per hour pumping capacity, power input of 4.5 KW with prime mover rating of 5.5 KW is provided.
5.	<b>Divecha Centre</b>	<ol style="list-style-type: none"> <li>1. Positive suction -Booster pump cum gravity. The system is about 3-4 years old.</li> <li>2. Make : Kirloskar</li> <li>3. Size and capacity : 80 mm x 65 LPM</li> <li>4. W/HP 9.3/12.5</li> <li>5. System Pressure on line: 4 kg/cm<sup>2</sup></li> <li>6. Outlets: Hydrant points, Rubber Hose reels. No Sprinkler system in these buildings.</li> <li>7. Couplings, glands and other moveable parts of the pumps and pump motors must be checked and in case there is requirement of replacement of bearings and couplings the same has to be carried out.</li> <li>8. The pressure gauges must be replaced with glycerine filled type – 4 numbers</li> <li>9. All hoses to be tested. Total number of hose reels will be – 50 Approximate.</li> <li>10. All the hoses to be numbered and each hose should have a history sheet prepared.</li> <li>11. Painting of the pipelines: Not required.</li> <li>12. All the valve assemblies to be lubricated.</li> <li>13. All the rubber hose release to be tested and numbered</li> <li>14. Hundred numbers of rubber washers of hydrant coupling points to be provided (Including reserve stock)</li> </ol>
6.	<b>New Girls hostel</b>	<ol style="list-style-type: none"> <li>1. Two systems – Positive suction -Booster pump cum gravity. The system is about five years old.</li> <li>2. Pump rating: 5 Lps and HP 12.5 motor</li> <li>3. System Pressure online: 4 kg/cm<sup>2</sup></li> <li>4. Outlets: Hydrant points, Rubber Hose reels, Sprinkler system (Only in Basement).</li> <li>5. Couplings, glands and other moveable parts of the pumps and pump motors must be checked.</li> <li>6. The pressure gauges must be replaced with glycerine filled type – 4 numbers</li> <li>7. Pressure switches need to be replaced.</li> <li>8. All hoses to be tested. All the hoses to be numbered and each hose should have a history sheet prepared.</li> </ol>

		<p>9. The delivery pipelines (Only the pipes located at exterior of the building) are required to be painted – approximate length is 500 Meters.</p> <p>10. All the valve assemblies to be lubricated.</p> <p>11. All the rubber hose release to be tested and numbered.</p> <p>12. Below arm valve piping of the sprinkler systems at basement need to be provided with support.</p>  <p>13. Bell gongs of the sprinkler system and valves to be serviced.</p> <p>14. Hundred numbers of rubber washers of hydrant coupling points to be provided (Including reserve stock)</p>
7.	New Boys hostel	<p>1. Two systems – Positive suction -Booster pump cum gravity. The system is about five years old.</p> <p>2. Pump rating: 5 Lps and HP 12.5 motor</p> <p>3. System Pressure online: 4 kg/cm<sup>2</sup></p> <p>4. Outlets: Hydrant points, Rubber Hose reels, Sprinkler system (Only in Basement).</p> <p>5. Couplings, glands and other moveable parts of the pumps and pump motors must be checked.</p> <p>6. The pressure gauges must be replaced with glycerine filled type – 4 numbers</p> <p>7. Pressure switches need to be replaced.</p> <p>8. All hoses to be tested.</p> <p>9. All the hoses to be numbered and each hose should have a history sheet prepared.</p> <p>10. The delivery pipelines (Only the pipes located at exterior of the building) are required to be painted – approximate length is 500 Mtrs.</p> <p>11. All the valve assemblies to be lubricated.</p> <p>12. All the rubber hose release to be tested and numbered.</p> <p>13. Below arm valve piping of the sprinkler systems at basement need to be provided with support.</p> 

		 <ol style="list-style-type: none"> <li>14. Bell gongs of the sprinkler system and valves to be serviced.</li> <li>15. Hundred numbers of rubber washers of hydrant coupling points to be provided (Including reserve stock)</li> </ol>
8.	HE Quarters	<ol style="list-style-type: none"> <li>1. The system is about 3-4 years old.</li> <li>2. Two systems – Positive suction -Booster pump cum gravity.</li> <li>3. Pump rating: 5 Lps and HP 12.5 motor</li> <li>4. System Pressure online: 4 kg/cm<sup>2</sup></li> <li>5. Outlets: Hydrant points, Rubber Hose reels. No Sprinkler system in these buildings.</li> <li>6. Couplings, glands and other moveable parts of the pumps and pump motors must be checked.</li> <li>7. The pressure gauges must be replaced with glycerine filled type – 4 numbers</li> <li>8. All hoses to be tested.</li> <li>9. All the hoses to be numbered and each hose should have a history sheet prepared.</li> <li>10. Painting of the pipelines: Not required.</li> <li>11. All the valve assemblies to be lubricated.</li> <li>12. All the rubber hose release to be tested and numbered</li> <li>13. Hundred numbers of rubber washers of hydrant coupling points to be provided (Including reserve stock)</li> <li>14. Hydrant system of Physical Science: Under warranty period.</li> </ol>
9.	Materials Engineering	A booster pump of 60 m head, 10 m <sup>3</sup> per hour pumping capacity, power input of 7.5 KW.
10	Sprinkler System CeNSE	The system consisting of three electrical driven pumps (Two 40 HP main pumps and one 10 HP jokey pump). The system is negative suction type.
11	New Chemical Science Building	Positive suction. Three pumps – (one diesel and two electrical)
12	Guest House	Two systems – Positive suction -Booster pump cum gravity.

**Note: - The list of items mentioned above is only approximate / may not be exact. The above equipment are listed only for your rough understanding. The Vendors / Agencies should visit the site before submitting the bids. IISc will not be responsible for any errors.**

## 2.9 Other details

1. Replacement of all minor parts and spares such as gasket, oil, grease & gland packing, polish paper, battery water, battery terminals, cotton cloth, rings, lugs, valve handle / wheel, nuts and

bolts of pump fittings, all types of washers of valves & pipes etc, other than major assemblies. Painting of piping & hose box and general cleaning of Fire Hydrant and sprinkler system is to be carried out under AMC at no additional cost at least once a year or as and when required by the IISc.

2. Any addition in Fire Hydrant and sprinkler system in the period of contract will also be covered under this AMC at no additional cost.
3. Overhauling of pump is to be done at no extra cost as per given periodicity.
4. The Annual Maintenance Contract will also include conducting 1 training programme per system for IISc personnel at no extra cost.
5. Whenever any part of the system is found defective / inoperative, it shall immediately, be brought to the notice of the IISc for repair / replacement, and repair / replacement only after confirmation from the IISc.
6. Any breakdown shall be attended as per timelines mentioned above. No extra charges would be paid for emergency visits.

## 3 Submission of RFQ

### 3.1 ENVELOPE No.1

The envelope for Technical Bid, “ENVELOPE No.1” shall be super scribed, “TECHNICAL BID for OFFER LETTER for Comprehensive Annual Maintenance Contract for Fire Hydrant and sprinkler system installed at IISc Bangalore-560012.

**Shall contain the following:** Information as per the Performa **“MANDATORY TECHNICAL REQUIREMENT”** along with copies of the required / supporting documents (Self Attested) as per the **Annexure – B.**

### 3.2 ENVELOPE No.2

The envelope containing Financial Bid, **“ENVELOPE No.2”** shall be super scribed “FINANCIAL BID for Comprehensive Annual Maintenance Contract for Fire Hydrant and sprinkler System installed at IISc Bangalore-560012.” and shall contain the following:

Rates for **Comprehensive Annual Maintenance Contract of Fire Hydrant**, only in the format **(Annexure – C)** given in the Tender Document **Excluding GST**. Submission of Financial Bid In any format other than the provided format or including any attachment other than the Financial Bid as per the format will not be accepted and the Bid will be rejected.

## 4 Tender Evaluation

### 4.1 Process

Bids will be evaluated based on compliance with eligibility, technical specification, other terms and conditions stipulated in the tender document.

1. The bids must be submitted in two parts (under two-cover bid system).
2. Technical Bid (in a single file PDF document format)- As per annexure B
3. Financial Bid or Price Bid (As per Annexure C).
4. The technical bids will be evaluated first.
5. The technical bids of all bidders shall be scrutinized and evaluated by IISc based on eligibility criteria and qualifications as per details provided along-with documents by the bidder in their technical bid. IISc may ask for additional clarification / details / documents / technical presentation etc. For the purpose, any date fixed by IISc, will be final and binding. Decision of IISc, regarding technical evaluation and declaration of technically qualified bidders, will be final and binding.
6. Financial Bids (Price Bid) of only those bidders will be opened, who will be declared technically qualified. Decision of IISc, in this regard, will be final and binding.
7. The price bids (submitted as per Annexure C) of the technically qualified bidders will be evaluated based on the criteria defined below. A comparative chart will be prepared by IISc based on the scoring system given below. The bid with highest total score in sum of marks of Group-A to L as per the methodology provided here shall be declared L-1 bidder and will be issued letter of intent / purchase order. If more than one bid is found to be L-1 in the overall score (sum of the marks of the ten groups – A to L then the bid with the higher discount rate offered for Group-A will be declared as L-1 bid. In case of a tie in the discount rate for Group-A also, the higher total marks in Group-B will be declared as L-1 bid. **Decision of IISc**

**Purchase Committee regarding evaluation of financial bids, calculations of marks and scores and declaration of bidders' ranking will be final and binding.**

8. Note the definition of L1 has changed under the latest rules of GFR. The class of the vendor affects the selection of L1. This tender will follow GFR as they stand on the date of tender release.
9. Bidders other than L-1 bidder, who are ready to match the L-1 bidder's price in all items (for group-A to L) (wherever their offered rate is higher), may be empanelled subject to submission of a formal letter before fulfilling of other conditions viz. performance security, Fidelity Guarantee Bond etc. Other bidder(s) may be empanelled for the purpose of having multiple agencies for distribution of workload between the empanelled agencies. IISc will have sole discretion for work distribution. However, IISc does not guarantee minimum workload. Decision of IISc will be final and binding in this regard.

## 4.2 Selection of L1

1. Charges which are normally claimed and rates which are sought to be quoted by the bidder are classified in ten groups (A to J) for the purpose of comparison among different bidders. Each Bidder, depending upon its quoted rates will be given marks from 0-100 in each group as per defined marking pattern in the respective group. Finally, different weightage will be given to the marks obtained in each group to calculate the Total Score of each bidder as follows: -

Group	Weight age out of 100
A	10
B	10
C	10
D	10
E	10
F	10
G	10
H	10
I	5
J	5
K	5
L	5

- a. Following Formula will be used to arrive at Total Score of a Bidder:
- b. 
$$\text{Total} = \frac{A*10+B*10+C*10+D*10+E*10+F*10+G*10+H*10+I*5+J*5+K*5+L*5}{100}$$
- c. Where A to J are marks obtained in respective groups. Bidder with maximum total score here shall be ranked L-1 and so on).
- d. Marks of a Bidder in an Item in a Group =  $\left(\frac{L}{R}\right) * M$  where L is Lowest Rate Quoted in that category / Item among all bidders, R is Rate quoted by the Bidder in that category / Item, and M is Max. marks allotted for that category / item)
2. L1 will be decided after opening the financial bids subject to all eligibility criteria.
3. **The total charges stated for Annexure C will be considered for financial evaluation of the Financial Bid of the tender.** The Total cost of the above for three years including the annual increase will be calculated and considered for evaluation of the Financial Bid.

4. Note:
  - i. \* denotes in the above formulae multiplication.
  - ii. Values will be rounded up to two points after decimal.
  - iii. Discounts/Concessions subject to any conditions imposed by the Bidder will be rejected.
  - iv. Details of Group-A to L are provided in the **annexure-C**.
  - v. Scoring will be done only for those bidders, whose price bids will be opened. Scoring and Marking for all groups will be done by IISc only. Decision of IISc about calculations will be final and binding.

## 5 Terms & Conditions and Other Details

### 5.1 Cancellation of Bids

1. IISc reserves the right to reject a tender under any of the following circumstances:
  - a. If this RFQ document is not submitted or submitted without seal & signature of the Vendor in any of the pages.
  - b. If Tender Documents are incomplete and /or not accompanied by all stipulated documents.
  - c. If any of the terms and conditions and mandatory declarations are not accepted.
  - d. If required information with appropriate documents in support of the same is not submitted as per **Annexure (A to D)**.
  - e. Agency should have been in the business for minimum 5 **years**. This period of 5 Years in business should have been completed on the date of application. Proof for previous three years for services provided to any institution preferably PSUs/PSBs and should submit report of satisfactory service from them.
2. The IISc reserves the right to accept or reject any Bid in part or in full or to cancel the Bidding process and reject all bids at any time prior to contract award, without incurring any liability to the affected bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the IISc action.

### 5.2 Validity of Bids:

Bids shall remain valid for a period of 90 Days from the date of opening of the Financial Bid. A bid valid for a shorter period may be rejected by the IISc as non-responsive. Validity of all the eligible bids would be required till the successful bidder/s sign contract with BOB.

### 5.3 Contacting IISc

1. No bidder/s shall contact the IISc on any matter relating to its Bid, from the time of opening of RFQ to the time contract is awarded.
2. Any effort by the Bidder/s to influence the IISc in its decision on RFQ evaluation, RFQ comparison or contract award may result in rejection of the Bidder's RFQ.

### 5.4 Award and Signing of Contract

1. IISc will communicate to successful bidder/s (through letter in duplicate by email) that its bid has been accepted. The selected bidder/s must return the duplicate copy to the IISc within 7 working days duly Accepted, Stamped and Signed by the Authorized Signatory in token of acceptance.
2. It would be mandatory for L1 Bidder to accept the work awarded by the IISc.
3. Successful L1 bidder must provide unconditional Performance Bank Guarantee of 10% of estimated 1 year's contract value from any Schedule Commercial Bank excluding Co-



operative Bank. The Performance Bank Guarantee will be deposited at IISc for a period of 1 years and 03 month from the date of commencement of contract.

4. In case the RFQ is cancelled, IISc reserves the right to take appropriate decision, including calling up of fresh tenders.
5. The successful bidder/s shall be required to enter a contract with the IISc, within 15 days of receipt of formal communication (email or letter) from the IISc about the successful RFQ. Copy of the board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter and contract should be submitted. In case the bidder/s fails to enter contract with the IISc within the stipulated time, IISc reserves the right to cancel the order and cancel the RFQ.
6. The IISc reserves the right either to invoke the Performance Bank Guarantee or to cancel the purchase order or both if the Bidder/s fail to meet the terms of this Bid or contracts entered in to with them.

## 5.5 Payment Terms

The terms of payment are as under:

1. No advance payment against work order.
2. Payment of bills will be made against consolidated quarterly bills with all reports and documents from Service Provider. Payment will made electronically, be within 30 days of submission of a bill.

## 5.6 Performance Bank Guarantee

1. Successful L1 bidder must provide unconditional Performance Bank Guarantee of 10% of estimated 1-year contract value from any Schedule Commercial bank.
2. The Performance Bank Guarantee shall be adjusted against any loss, damage, delay expense etc. to the IISc. IISc reserves the right to take appropriate decision on the adjustment of the Performance Bank Guarantee. During the period of contract including AMC period supplier should attend to all repairs / defects / replacement of minor spare parts free of cost. In case of failure on the part of the supplier to attend to the defects within a reasonable period, the IISc on its own will get the defects rectified through another vendor at the risk and cost of supplier and repairs rectified through another vendor in such circumstance will not affect the liabilities of the supplier on the warranty for its remaining period nor will it affect the supplier's liabilities on the stipulated Annual Maintenance Contracts.

## 5.7 Contract Period

1. Initially contract will be awarded to successful bidder for a period of the one year and based on the performance and services rendered may be extended for 2 more years. The extension will be at the same terms and conditions and cost. The selected bidder/s must execute a definitive Service Level Agreement (SLA) with the IISc covering all the terms and conditions of the RFQ.
2. The performance of the selected bidder/s shall be reviewed every Year and the IISc reserves the right to terminate the contract at its sole discretion by giving a three-month notice without assigning any reasons. In case of premature termination, payment will not be made for remaining quarters.
3. Any bid falling short of the contract validity period of 1 Year from the date of project sign off, is liable for rejection. Any bid that does not entertain the option to extend for 2 more years at the same cost, will also be liable for rejection.

## 5.8 Agreement

The service provider shall be required to enter into an agreement with IISc, based on terms and conditions mentioned in the tender document. The agreement can be extended up to 3 year in case of any eventuality.

## 5.9 Cancellation of Contract

The IISc reserves the absolute right to cancel the contract with the selected bidder/s at any time during the contract period, by giving a written notice of at least one (01) Months, for any valid reason, including but not limited to the following reasons:

1. Delay in execution of orders placed by the IISc.
2. Discrepancies / deviations in the agreed process and / or products.
3. Violation of terms and conditions stipulated in this Bid / Contract.
4. Unsatisfactory performance of the bidder.
5. Any other valid reason.

## 5.10 IISc Rights

The purchase Committee reserves the right to

1. Reject all responses received in response to the RFQ.
2. Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery.
3. Amend/ modify terms & conditions of RFQ.
4. Extend the time for submission of the RFQ.
5. Select the most responsive Bidder (in case no Bidder satisfies the eligibility criteria in totality)
6. Share the information/ clarifications provided in response to tender by any Bidder, with any other Bidder(s) /others, in any form.
7. Re-negotiate the price and terms of the entire contract with the bidder at more favourable terms in case such terms are offered in the industry at that time.
8. Cancel the RFQ at any stage, without assigning any reason whatsoever.

## 5.11 Inspection of Facilities

The applicant should not have any objection to IISc inspecting the site where the AMC is being done by the applicant. IISc may also hold enquiries from past / present clients of the applicant.

## 5.12 Grievance Redressal

Any vendors have a grievance against a decision or action with regards to the provisions of this RFQ may file a request to the OLSEH, Bengaluru at [safety.olseh@iisc.ac.in](mailto:safety.olseh@iisc.ac.in). It may please be noted that the grievance can be filed by only that vendor who has participated in Procurement proceedings in accordance with the provisions of this RFQ.

## 5.13 Indemnity

The Vendor shall indemnify IISc, and shall always keep indemnified and hold the IISc, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs, and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the IISc because of:

1. IISc authorized / bonafide use of the Deliverables and /or the Services provided by Vendor under this assignment; and/or
2. Negligence or wilful misconduct of the Vendor and/or its employees, agents, sub-contractors in performance of the obligations under this assignment; and/or
3. claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Vendor, against the IISc; and/or
4. claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Vendor to its employees, its agents, contractors and sub-contractors, or breach of any terms, representation or false representation or inaccurate statement or assurance or covenant or warranty of the Vendor under this assignment; and/or
5. breach of confidentiality obligations of the Vendor; and/or
6. any or all Deliverables or Services infringing any patent, trademarks, copyrights, or such other Intellectual Property Rights.
7. IISc shall notify the Vendor in writing as soon as practicable when the IISc becomes aware of the claim and Co-operates with the Vendor in the defence and settlement of the claims.
8. The Vendor shall have sole control of the defence and all related settlement/ negotiations, and IISc will provide the Vendor with the assistance, information, and authority necessary to perform the above.
9. In the event of successful bidder not fulfilling its obligations under this clause within the period specified in the notice issued by the IISc. IISc has the right to recover the amounts due to it under this provision from any amount payable to the vendor under this assignment.
10. The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFQ.

## 5.14 Dispute Resolution

1. The IISc and the vendor shall make every effort to resolve amicably, by direct informal negotiation between the respective Safety officer / Fire Purchase committee Chair of the IISc and the vendor, any disagreement or dispute arising between them under or in connection with the contract.
2. If the IISc Safety officer / Fire Purchase committee Chair are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by the vendor and IISc, respectively.
3. All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator shall act as the Chair of the proceedings. Arbitration will be carried out at Bengaluru. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings
4. Judgment upon the award may be entered by any court having jurisdiction thereof or having jurisdiction over the relevant Party or its assets.

### 5.15 Governing Laws

This RFQ and the subsequent contract shall be governed and construed and enforced in accordance with the laws of India. Both Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this Agreement, only the courts in Bengaluru shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

## 6 Annexures

### 6.1 Annexure A: Offer Letter (On the Agency's Letter Head)

#### **Annexure – A**

##### **ENVELOPE - 1 : OFFER LETTER**

To,  
The Chairman, Fire Purchase Committee  
Office of Laboratory Safety & Environmental Health (OLSEH),  
Near Unit 1b, Chokshi hall Indian Institute of Science Bangalore - 560012

Dear Sir,

Re: RFQ for Annual Maintenance Contract for Fire Hydrant System and sprinkler system installed at IISc Bangalore-560012

With reference to the RFQ

1. Having examined the nature and quantum of work relating to the above-mentioned work and having visited and examined the site of the proposed work and having acquired the requisite information relating thereto as affecting the tender invited by you, I / We, the undersigned hereby offer for undertaking Short listing of Service Provider for Comprehensive Annual Maintenance Contract for Fire Hydrant System at IISc Bengaluru.
2. I / We agree to deposit a Performance Bank Guarantee (as per Annexure-D) of 10% of estimated of 1 year contract value (refundable on expiry of the contract), which in the event of not carrying out the contracted services, as per terms and condition of the tender, shall be forfeited.
3. I / We certify that the my / our Company / firm or owner or any sister concern have not been Blacklisted by any institution of the Central or State Govt. / PSU/PSB in the past three years on any grounds whatsoever.
4. We are complying with all the guidelines issued by the Karnataka Fire Services and State Govt. with regards to Provision & Maintenance of Fire Fighting systems and will also ensure such compliance on any new guidelines issued during the currency of the contract period from time to time.
5. We have read the general Terms and Conditions of the Work Contract and agree to abide and comply with the same.

Yours faithfully

Name & Signature of the Vendor with Seal

Date:

Place:

Enclosures: As above

## 6.2 Annexure B: Vendor Profile (On the Agency's Letter head)

### Annexure – B

#### ENVELOPE - 1: TECHNICAL BID

#### MANDATORY TECHNICAL REQUIREMENT

S.No.	Description	Information from the Vendor			Annexure	
1.	Name and Address of the Firm				Annexure - 1	
2.	Telephone Nos. & Email Id.				Annexure - 1	
3.	Type of Firm: <b>(Sole Proprietorship/Partnership/Ltd. Co./Other)</b>				Annexure - 1	
4.	Name of Contact Person with contact number in relation to this RFQ:				Annexure - 1	
	Company / Firm Registration					
	OEM Details					
5.	Address & Tel. No. of the Branch/Service Centre in Bangalore:				Annexure - 1	
6.	GST No.				Annexure - 2	
7.	PAN No.	<a href="#">Pan Card Copy</a>			Annexure - 3	
8.	The Turnover of the Firm for the last -4 financial Years for the similar nature of works	Minimum average turnover of Rs. 1 crore during Last four years for a work of similar nature.			Annexure - 4	
	<b>Year</b>	<b>Turn Over amt. in Lakhs</b>	<b>Audited Balance Sheet (att. Copy)</b>			
	2017-2018					
	2018-2019					
	2019-2020					
	2020-2021					
9.	Name of Banker with address					Annexure - 5
10.	Details of work carried out for previous clients (attach copy)					Annexure - 6
	<b>Year</b>	<b>Name of Organization</b>	<b>Type of Work</b>	<b>Amount</b>		
	(i)					
	(ii)					
	(iii)					
11.	No. of Authorized Technical Staff					
	<b>Name of person</b>	<b>Qualification</b>	<b>Designation</b>	<b>Total Experience in the Firm</b>		

					Annexure – 7
12.	a) Has your company/firm been ever				Annexure - 8
	Blacklisted in past 3 years. Give details if Yes.				
	b) If No, a certificate be submitted stating that the company/firm or its owner or any sister concern have not been so blacklisted by any institution of the Central or State Govt, PSU/PSBs in the past three years on any grounds Whatsoever.				
13.	The vendor must have experience in commissioning and maintenance of fire fighting system in High Rise Buildings of minimum 05 stories. (Attach Copy)				Annexure - 9
14.	Proof of work executed in last 03 years and satisfactory performance certificates				Annexure - 10
15.	Whether any of the family members working with IISc (if Yes, Give Details)			<b>YES/NO</b>	Annexure - 11
16	Solvency Certificate from a bank (scheduled commercial bank as per RBI list) of minimum of Rs. 80 lakhs issued on or after publication of this tender.				<b>Annexure-12</b>
17	Signed copy of Tender Documents				<b>Annexure-13</b>
18	MSME certificate, if Available			<b>MSME Certificate copy</b>	<b>Annexure-14</b>

Name & Signature of the Vendor

Date:

Place:

Encl : As above.

### 6.3 Annexure C: Financial Bid (On the Agency's Letter Head)

## Annexure – C

### ENVELOPE - 2: FINANCIAL BID

To

The Chairman, Fire Purchase Committee

Office of Laboratory Safety & Environmental Health (OLSEH),

Near Unit 1b, Chokshi hall Indian Institute of Science Bangalore - 560012

Dear Sir,

RFQ for Annual Maintenance Contract for Fire Hydrant System and sprinkler system installed at IISc Bangalore-560012

Annual Maintenance Contract (Exclusive of GST)

	Description	Type	Quantity	Rate for Financial Evaluation (Rs.)
A	Physical Science new building	Hydrant	1	
B	New biological Science Main Building	Hydrant	1	
C	SERC & CDS – Negative suction	Hydrant	1	
D	ECE Department	Hydrant	1	
E	Divecha Centre-system	Hydrant	1	
F	New Boy's hostel	Hydrant	1	
G	New Girls hostel	Hydrant	1	
H	HE Quarters	Hydrant	1	
I	Materials Engineering	Hydrant	1	
J	CeNSE Sprinkler System	Sprinkler	1	
K	New Chemical Science building	Hydrant	1	
L	Guest House	Hydrant	1	
	<b>Total</b>			

We hereby declare that we had visited IISc campus Bangalore and assessed the Fire fighting system & its components before submitting this AMC quote.

Note: In case of any discrepancy, total cost quoted in words will be considered.

The payments shall be released on quarterly basis (Total Cost in a year/4) i.e. 4 equal payments shall be made in a year which sums to total AMC cost of the year.

Name & Signature of the Vendor

Seal:

Date:

Place:



## 6.4 Annexure D: Format for Bank Guarantee for Performance Security (Performance Bank Guarantee)

To be submitted by the successful bidders after placement of the purchase order.

### Annexure-D

To

The Registrar, Indian Institute of Science (IISc), Bangalore – 560 012, Karnataka India

Subject: Performance Bank Guarantee (PBG)

Reference: IISc Purchase Order No. \_\_\_\_\_, dated \_\_\_\_\_

Dear Sir,

We hereby issue a Bank Guarantee as follows: -

Bank Guarantee No. : \_\_\_\_

Amount of Guarantee Rs : \_\_\_\_

Date : \_\_\_\_

Guarantee covers from : \_\_\_\_\_ To \_\_\_\_\_

Last Date for Lodgement of claim : \_\_\_\_

This deed of guarantee executed by the **[Name of Bank]** having its Central Office at **[location]** and amongst other places a branch at **[local branch location]** (hereinafter referred to as "The Bank") in favor of The Registrar, Indian Institute of Science, Bangalore – 560 012 (hereinafter referred to as IISc) for an amount of not exceeding Rs. **[Amount]** (Rupees **[Amount in words]** only) at the request of M/s **[Vendor]** (hereinafter referred to as "Supplier").

IISc has entered into an agreement with Vendor; vide IISc Purchase Order No. **[PO Number]** dated **[date]** with vendor to carry out Annual maintenance contract of fire hydrant and sprinkler system at Indian Institute of Science, Bangalore as per their above order, the Supplier agreed to execute a Bank Guarantee for 3% of the total order value viz. Rs. **[Amount]** (Rupees **[Amount in words]** only) towards performance Security / performance guarantee obligation for a period of 1 years from **[start date]** to **[end date]**

We, the **[Bank Name]**, **[Branch]** (hereinafter referred to as a Guarantor) at the request of the supplier, irrevocably undertake to indemnify and to keep indemnify IISc, without any demur to the extent of Rs. **[Amount]** (Rupees **[Amount in words]** only) in the event of the aforesaid Supplier failing to comply the Warranty / contractual Obligations as per the agreed terms to the full satisfaction of the Company as mentioned in the IISc purchase order.

The Guarantor guarantees that in the event of the said Supplier failing to abide by any of the conditions referred in tender document / purchase order/ performance of the equipment / Machinery / service, etc. this Bank shall pay to Indian Institute of Science, Bangalore on demand and without protest or demur Rs. **[Amount]** (Rupees **[Amount in words]** only).

Guarantor, further agrees that the guarantee herein contained shall remain in full force and affect during the period that would be taken for the performance of the equipment and / or services as stated in the Purchase Order issued by IISc and that it shall continue to be enforceable till the completion of the period and certified that warranty and contractual obligations have been fully carried out by the supplier and accordingly discharges the Guarantee subject. However, IISc shall have no right under after the expiry of the Guarantee on **[end date]**. Guarantor undertakes not to revoke this Guarantee, during its currency except with the previous consent of IISc. in writing.

Notwithstanding anything contained herein, the liability of the Guarantor under the Bank Guarantee shall not exceed Rs. **[Amount]** (Rupees **[Amount in words]** only). The guarantee shall remain in force until, unless a demand or claim under the guarantee is made on our Bank in writing on or before **[end date]** all your rights under the said guarantee be forfeited and we shall be relieved and discharged from all liabilities there under. Guarantor is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if IISc serve upon us a written claim or demand on or before expiry of date, i.e. **[end date]**. This Guarantor further agrees that the decision of Indian Institute of Science, Bangalore as to whether the said Supplier has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding. This Guarantor further agrees that the claims if any, against this Bank Guarantee shall be enforceable at branch office at **[local branch location]**.

Details of the Guarantor are given below:

Name of the Bank	
Branch Name	
Branch Code	
IFSC Code	
E-mail Id	
Phone / Mobile No.	

Seal & Signature of the Bank