

**TRIPURA UNIVERSITY**

(A Central University)  
Suryamaninagar  
Tripura West – 799022

**No.F.TU/FIN/AMC (Misc.)/362/Vol-I/2020    Dated: 18-07-2025**

**NOTICE INVITING e-Tender**

Tripura University invite e- Tender from the bonafied reputed/ registered service dealers having experience for Comprehensive Maintenance Contract for Water Cooler Machines along with IRP and Water Cooler with inbuild Aquagard in the various location of Tripura University. The Details can be seen at Tripura University website: [www.tripurauniv.ac.in](http://www.tripurauniv.ac.in). However, for submission of documents please visit <https://eprocure.gov.in/eprocure/app>

**Sd/-**

**[Sri Pranay Pal]  
Assistant Registrar (Finance)**

**Signature Not Verified**

Digitally signed by PRANAY PAL  
Date: 2025.07.18 12:47:38 IST  
Location: eProcure-EPROC

# TRIPURA UNIVERSITY

## (A CENTRAL UNIVERSITY)

**e- Tender No:- No.F.TU/FIN/AMC (Misc.)/362/Vol-I/2020**



### **E-TENDER Document for:**

Name of the work:- Comprehensive Maintenance Contract for Water Cooler Machines along with IRP and Water Cooler with inbuild Aquagard in the various location of Tripura University

**TRIPURA UNIVERSITY**  
**(A Central University)**  
 Suryamaninagar – 799022

**No.F.TU/FIN/AMC (Misc.)/362/Vol-I/2020**

**Dated 18-07-2025**

**Name of Work:** Comprehensive Maintenance Contract for Water Cooler Machines along with IRP and Water Cooler with inbuild Aquagard in the various location of Tripura University

SL No.	SECTION	PARTICULARS	PAGE No.
1.	Section - I	List of Dates, Tender Details	3
2	Section-II	General Terms & Conditions	6
2.	Section – III	Instruction to Bidder	9
3	Section – IV	List of water purifier	12

**(Sri Pranay Pal)**  
**Assistant Registrar (Finance)**

## **SECTION- I**

### **NOTICE INVITING TENDERS**

#### **LIST OF DATES**

# TRIPURA UNIVERSITY

(A Central University)

Suryamaninagar – 799022

\*\*\*\*\*

## **NOTICE INVITING E-TENDER**

1. Tripura University (A Central University), invites e-Tender from the bonafied reputed/ registered service dealers having experience for Comprehensive Maintenance Contract for Water Cooler Machines along with IRP and Water Cooler with inbuilt Aquagard in the various location of Tripura University. The details can be seen at Tripura University University's Website: [www.tripurauniv.ac.in](http://www.tripurauniv.ac.in). However, for submission of bid, please visit: <https://eprocure.gov.in/eprocure/app>.

### **2. Processing Fee**

An online fee of Rs 2,000/- (non-refundable) **in the form of Demand Draft in favour of Finance Officer, Tripura University on State Bank of India payable at Tripura University Campus Branch. Photocopy of the same is to be uploaded along with the tender documents and original DD has to be compulsorily deposited to Tripura University through post or by hand so as to reach the office of the Finance Officer on or before opening date and time of Technical Bid. Without receipt of Tender Fee, Financial Bid of vendor/ s shall not be considered.**

### **3. Earnest Money Deposit (EMD)**

**Rs 40, 000.00 (Rupees Forty Thousand Only) in the form of Demand Draft in favour of Finance Officer, Tripura University on State Bank of India payable at Tripura University Campus Branch. Photocopy of the same is to be uploaded along with the tender documents and original DD has to be compulsorily deposited to Tripura University through post or by hand so as to reach the office of the Finance Officer on or before opening date and time of Technical Bid. Without receipt of EMD, Financial Bid of vendor/ s shall not be considered.** However, Micro and Small Enterprises (MSEs) registered under Govt. of India are exempted for EMD. The proof copy of registration is to be submitted along with the Notice Inviting E-Tender.

### **4. Security Deposit (SD)**

The successful vendors who so ever qualify for the works will have to submit the Security Deposit (SD) of Rs.50,000.00 (Rupees fifty Thousand) in the form of Bank Demand Draft. The Security Deposit will be refunded to the Vendor without any interest after completion of AMC period.

5. The tenderers fulfilling the required criteria as mentioned may download the tender document from the website <https://eprocure.gov.in/eprocure/app> and submit online as per the schedule given below. However, the tender documents can also be viewed in the website of the University [www.tripurauniv.ac.in](http://www.tripurauniv.ac.in)

Date and time of tender publication in the websites.	18-07-2025 at 2.00 PM
Date and time for closing of submission.	02-08-2025 upto 5.30 PM
Date and time for opening of technical bid document.	04-08-2025 at 10.00 AM
Date and time for opening of financial bid.	05-08-2025 at 10.00 AM

## **SECTION- II**

### **General Terms & Condition**

## General Terms & Condition

1. The Bidder should be registered having trade license, EPF Registration
2. The bidder should have successfully completed:
  - a. At least 2 No's of similar projects of minimum value of Rs.20.00 lakhs each project in Govt./PSU/Educational Institutes in the last 5 financial years.  
Documentary proof needs to be attached along with the Bid.
3. The bidder should be an **ISO certified company/organization**.
4. The bidder should have a local service center in Agartala.
5. The bidder should have GST, PAN Card.
6. The bidder should be submitted latest GST clearance certificate.
7. The bidder need to furnish all documentary proof pertaining to his business along with **Annexure - I**.
8. The bidder should depute at least one-experienced Technicians (minimum qualification of technical person: diploma holder or above) at Tripura University on Monday to Saturday from 09.30 AM to 5.30 PM to look after/maintenance/service of all the machines under AMC. **The Technical Person must have to sign his attendance in the attendance register (Twice in daily during Entry time at 9.30 AM and Exit time at 5.30 PM) in the controlling officer's/offices at Tripura University on regular basis.**
9. The bidder shall be providing the Comprehensive Maintenance Contract service for maintaining all the Water Cooler Machines along with IRP and Water Cooler with inbuild Aquagard. The scope of the works includes:
  - i.
 

Location A:	Twice visit in each month with a minimum gap of 10 days all Hostels, Guest Houses, Library, Examinations Branches, Administrative Building.
Location B:	Number of visits: One visit in each month is mandatory during the contract period of one year for preventative maintenance (washing and cleaning etc.) all other machines
  - ii. In case of complaint/breakdown, fault in any equipment the technical person has to attend the fault within the next day.
  - iii. The CMC is for preventive as well as for break down maintenance and includes repair. The following parts must be replaced during CMC with free of charge:
 

a. All kind of filters b. Pre-filter of candle c. Carbon d. Membrane	}	Location A: Replacement by every 3 month Location B: Replacement by every 6 month
e. Pump f. SMPS/Ballast g. Compressor h. Fan motor i. Ultra Violet Lamp j. Thermostat	}	As and when necessary

- k. Relay
- l. Capacitor
- m. Outlet/Input pipe
- n. Hose clips
- o. Gas charging
- p. Activated carbon,
- q. resin, gravel valve etc.

As and when necessary

- iv. Inline Carbon sediment filter (candle) must be mandatorily replaced twice free of charge during the contract period.
10. The old spare parts should be kept by the controlling officer on daily basis after replacement by new spares. The controlling officer should maintain the old spare parts details remove from these throughout the year.
  11. The visit for Preventative/Breakdown and replacement of spare parts should be recorded separately in the card with signature.
  12. Monthly report of preventative/Break down Maintenance along with spare parts replacement if any, shall be signed by the user Department (HoDs/ Coordinators/Wardens/Superintendents/Managers) with rubber stamp signature and shall be attached with monthly invoice.
  13. It will imperative on each bidder to fully acquaint itself of all the local conditions and factors which would have effect on the performance of the work its cost. The bidder is advised to visit and examine the site of the works and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into a contract of the works.
  14. The contractor should be competent to carry out the repair work of the machine within reasonable time period as already mentioned failing which this office reserves the right to get any other authorized party to service the machine and the cost if any in such cases will be recovered from the quarterly payable amount or from the EMD/Security deposit of the bidder.
  15. **Payment will be made on monthly basis along with signed copy of the user report. Actual bill against complete user report will be honored at the time of payment.**
  16. The Contractor shall completely indemnify and hold harmless the Client and its employees against any liability, claims, losses or damages sustained by it or them by reason of any breach of contract, wrongful act or negligence by the Contractor or any of its employees engaged in the provision of providing the required services.
  17. actor shall ensure that during the progress of the work no damage shall occur to installations/equipment due to any reason, if so happens, contractor shall have to repair/replace the same at his own risk and cost.
  18. Contractor shall positively observe all safety measures required to be undertaken for safety of persons. labours. public and properties at work site.



19. The contract shall be valid for a period of one year from the date of issuance of AMC order. However, on failure to provide continuous satisfactory performance by the contractor, this office shall have the right to terminate the contract at any point.
20. This office shall be entitled to deduct in accordance with Applicable Law, Income Tax, GST or withholding tax or other deductions (as the case may be). from any payments made to the Contractor.
21. The name, phone number of the technical person shall be printed in the job card of each machine.
22. The earnest money of the firms. whose quotations are not approved, shall be released after the award of the contract to the successful tenderer. The successful bidder shall be refunded EMD amount after submission of 5% of contract amount as Performance Security.

## **SECTION - III**

### **INSTRUCTIONS TO BIDDERS**

**Tripura University (A Central University)**, Suryamaninagar, Agartala, Tripura invites E-tenders for: **“Subject: - Comprehensive Maintenance Contract for Water Cooler Machines along with IRP and Water Cooler with inbuild Aquagard in the various location of Tripura university”** as per details given in the tender document uploaded on <https://eprocure.gov.in/eprocure/app>.

The offers, in the prescribed format, shall be submitted online at <https://eprocure.gov.in/eprocure/app> as per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending bidders must be registered with e-tender website <https://eprocure.gov.in/eprocure/app>.

The tender document is also available on Tripura University (A Central University) website: <https://www.tripurauniv.ac.in/> for reference and viewing only but not for submission. **However, for the purpose of submission, the website <https://eprocure.gov.in/eprocure/app> should be referred to NIT (notice inviting tender).**

#### **Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.

More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

#### **REGISTRATION**

Bidders are required to enroll on the e-Procurement Portal (<https://eprocure.gov.in/eprocure/app>).

1. with clicking on the link **“Online bidder Registration”** on the e-tender Portal by paying the requisite **Registration fee through online banking.**
2. Aspart of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate **(Only Class III Certificates with signing + encryption key usage)** issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS/ nCode/ eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC/ e-token.
7. The scanned copies of all original documents should be uploaded on portal.

## **SECTION- IV**

### **List of water purifier**

**Detail Quantity/List of WATER COOLER with IRP in Tripura University**

<b>SL No</b>	<b>Name of the Building</b>	<b>Name of The Deptt.</b>	<b>Floor</b>	<b>Model No/Make</b>	<b>QTY</b>
1	Academic Building No-11	Mathematics	1st	Blue Star	1
2	Academic Building No-11	Bengali	2nd	Blue Star	1
3	Academic Building No-11	Hindi	Ground	Blue Star	1
4	Academic Building No-11	Forestry & Biodiversity	1st	Blue Star	1
5	Academic Building No-11	Pol. Science	3rd	Blue Star	1
6	Academic Building No-11	History	3rd	Blue Star	1
7	Academic Building No-11	Physical Education	Ground	Blue Star	1
8	Academic Building No-11	Botany	1st	Blue Star	1
9	Academic Building No-11	English	2nd	Blue Star	1
10	Academic Building No-11	Sanskrit	3rd	Blue Star	1
11	Academic Building No-11	Pharmacy	Ground	Blue Star	1
12	Academic Building No-11	IMD	3rd	Blue Star	1
13	Academic Building No-11	Philosophy	3rd	USHA	1
14	Day Care Centre	Sociology	1st	USHA	1
15	Day Care Centre	Molecular Biology	3rd	Blue Star	1
16	Day Care Centre	Microbiology	4th	Blue Star	1
17	Day Care Centre	Microbiology	5th	Blue Star	1
18	Central Library	Central Library	Ground	Blue Star	1
19	Student's Activity Centre	Student's Activity Centre	1st	Blue Star	1
20	Boy's Hostel	Boy's Hostel	Ground	Blue Star	1
21	Boy's Hostel	Boy's Hostel	Ground	Blue Star	1
22	Girl's Hostel	Girl's Hostel	Ground	Blue Star	1
23	Scholer's Hostel (Women)	Scholer's Hostel (Women)	Ground	USHA	1
24	M BB Auditorium	M BB Auditorium	Ground	Blue Star	1
25	Administrative Building	Finance Branch	Ground	Blue Star	1
26	Administrative Building	Registrar Branch	1st	Blue Star	1
27	Examination Building	Examination Branch	1st	Blue Star	1
28	Examination Building	Examination Branch	2nd	Blue Star	1
29	Music Building	Deptt of Music	Ground	Blue Star	1
30	Scholer's Hostel (MEN)	Scholer's Hostel (Men)	Ground	USHA	1
31	Guest House	Guest House	Ground	Blue Star	1
32	Academic Building No-I	Rural Studies	Ground	Blue Star	2
33	Academic Building No-II	Fine Arts	Ground	Blue Star	1
34	Academic Building No-II	Commerce	2nd	Blue Star	1
35	Academic Building No-III	Economics	Ground	Blue Star	1
36	Canteen Building	Sports Board	1st	Blue Star	1
37	Academic Building No-IV	Chemistry	Ground	Blue Star	1
38	Academic Building No-V	B.VOC	1st	USHA	1
39	Academic Building No-V	Rubber Technology	Ground	USHA	1
40.	Academic Building No-V	Material Sc & Engg.	1st	USHA	1
41	Academic Building No-VI	Physic	1st	Blue Star	1

42	Academic Building No-VI	Computer Centre	2nd	Blue Star	1
43.	Academic Building No-VII	Geography	Ground	Blue Star	1
<b>SL No</b>	<b>Name of the Building</b>	<b>Name of The Deptt.</b>	<b>Floor</b>	<b>Model No/Make</b>	<b>QTY</b>
44	Academic Building No-VII	Zoology	1st	Blue Star	1
45	Academic Building No-VIII	Human Physiology	1st	Blue Star	1
46	Academic Building No-IX	IT	Ground		1
47	Academic Building No-IX	IT	Ground	Blue Star	1
48	Academic Building No-IX	Computer Sc & Engg.	1st	USHA	1
49	Academic Building No-IX	Electronics & Tele. Engg	3rd	USHA	1
50	Academic Building No-X	BBA	Ground	Blue Star	1
51	Academic Building No-X	MBA	1st	Blue Star	1
52	Academic Building No-X	JMC	2nd	USHA	1
53	Academic Building No-X	LAW	3rd	USHA	1
54.	Infront of Library Building	Library Building	1 <sup>st</sup> Floor	Real water	1
55.	Infront of Examinations Building	Exam. Building	1 <sup>st</sup> Floor	Real water	1
56.	PG Gents Hostel	Gents Hostel	1 <sup>st</sup> Floor	Real water	1
<b>Total</b>					<b>57</b>

**Detail Quantity/List of WATER COOLER With Inbuild Aquagard under Tripura University**

<b>SL No</b>	<b>Name of the Building</b>	<b>QTY</b>
1	Academic Building No-12	6
2	PG Boys Hostel	3
3	Research Scholar Hostel (Boys)	1
4	Research Scholar Hostel (Girls)	1
5	PG Girls Hostel, (New)	2
<b>TOTAL =</b>		<b>13</b>

**Annexure I**

**All the documents mentioned should be submitted/uploaded in the Central Procurement Portal**

**Technical Bid**

<b>Sl. No</b>	<b>Particulars</b>	<b>Details</b>
1.	Name of the Firm	
2.	Complete Postal Address	
3.	Contact Address: Name of the Contact Person; Email No.; Mobile No.; Website Address, etc.	
4.	Date of Establishment of Firm	
5.	Certificate of the Firm Registration	
6.	Name of the Proprietor/Director	
7.	Copy of at least 2 No's of similar projects of minimum value of Rs.20.00 lakhs each project in Govt./PSU/Educational Institutes in the last 5 financial years. Documentary proof needs to be attached along with the Bid	
8.	Permanent Account Number (PAN) and GSTN No. and GST clearance certificate (documents to be attached)	
9.	Copy of trade license, EPF Registration	
10.	Certificates / Undertaking to the effect that the bidder had never been blacklisted by any of the Government Organization / Agencies.	
11.	ISO certified company /organization. (Documents needs to be attached)	
12.	EMD (Refundable) Amount ..... Transaction No..... Dt. .... Name of the drawing Bank .....	
13.	Cost of Tender Document (Non-Refundable) Amount .....	

Transaction No..... Dt. ..... Name of the drawing Bank .....	
---	--

**Declaration by the Bidder/ Firm/Agency/Contractor/Vendor**

*I/we am/are submitting my/our best our in response to your NIT vide No ..... Dated..... For further course of evaluation. I/ We have gone through the terms and conditions as mentioned and understood properly without any short of ambiguity. Therefore, all the informations given by me/us are true to the best of my/our knowledge and belief. I/ We bind myself/ourselves for compliance of all the terms and conditions as mentioned if the work is offered.*

*Signature of the Bidder/Firm/Agency/Contractor/Vendor with seal*

**Signature Not Verified**

Digitally signed by PRANAY PAL  
Date: 2025.07.18 12:49:09 IST  
Location: eProcure-EPROC