



**Indian Institute of Science (IISc)  
Bangalore – 560012  
Student's Hostel**

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Notice Inviting Tender (NIT) under for  
**AMC/CAMC of minor repairs of  
mess equipment present in  
A, B, C, D, E messes.  
[Local Tender]**

**Enquiry or Tender No: [IISc/Kitchen Equipment/AMC-  
CAMC/2026/01](#) Date: 03.03.2026**

**Students' Hostel**  
Indian Institute of Science (IISc)  
Bangalore – 560012, India Email:  
[office.hostel@iisc.ac.in](mailto:office.hostel@iisc.ac.in)

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### 1. Preamble and Schedule of Requirements

Indian Institute of Science, one of the premier research institutes of India, is a fully residential institute. The Student’s Hostel in Indian Institute of Science (IISc) has five messes in the campus.

- Vegetarian 'A'
- Composite 'B'
- Composite 'C'
- Vegetarian 'D'
- Vegetarian 'E'

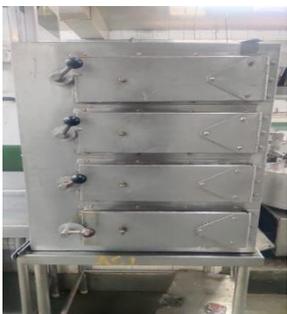
This tender calls for the annual maintenance contract and minor repairs of the mess equipment in the messes. The AMC period will start 5 days from the date of the PO.

### 2. Bidder’s Eligibility Criteria

The bidder must have provided AMC services for similar items in at least one site during the period January 1, 2022 – December 31, 2025. **Supporting Document Needed:** A copy of the P.O. or payment proof and contact information of the person-in-charge at the sites.

### 3. Technical Details

The details of the equipment's are as under:

Sl.NO	EQUIPMENT NAME	A MESS	B MESS	C MESS	D MESS	E MESS	TOTAL	Description	Reference Picture
1	WET GRINDER	3	2	3	3	0	11	SS BODY 10LITER GRINDER 3PHASE MOTOR	
2	COCONUT GRATER	1	1	1	1	1	5	SS BODY 3PHASE MOTOR	
3	ATTA MIXING MACHINE	1	1	1	1	1	5	SS BOWL CAPACITY 30KG BODY MS,3PHASE 2HP MOTOR	
4	VEGETABLE CUTTING MACHINE	1	1	1	1	1	5	ALUMINIUM CASTING BODY COVER SS SINGLE PHASE 1HP MOTOR	
5	IDLI PLANT /STEAMER	1	1	1	1	0	4	SS BODY 4 DOOR STEAMER	

6	BRAIN MARIE	2	3	2	2	4	13	SS BODY 3COIL, 1KV WATT EACH	
7	BREAD TOASTER	1	1	1	1	1	5	SS BODY CONVENOR TYPE BOTTOM & TOP 1KV WATT EACH 2COIL	
8	POTATO PEELER MACHINE	1	1	1	1	1	5	ALUMINIUM CASTING BODY 3PHASE 1HP MOTOR CAPACITY 8KG	
9	TEA KETTLE	1	1	1	0	1	4	HOT WATER SS BODY 10LITER CAPACITY	
10	MIXER	1	1	1	1	1	5	SUJATHA HEAVY DUTY 1/4 HP SINGLE PHASE	
11	MIXER JAR	2	1	2	2	3	10	JUICE JAR,	

12	FOOD WARMER/S ANDWICH GRILLER	0	0	0	1	1	Capacity 8-10 bread Plate Size 10 x 2 Inch Size : 615x400x290 mm Weight (approx) 25kg Body: Stainless Steel Volts: 220V-240V/50-60Hz	 	
13	PRESSURE COOKER	1	1	0	2	1	5	ALUMINIUM CASTING BODY 80LITER CAPACITY	
14	PEST O FLASHER-3	7	8	8	9	8	40	UV LIGHTS WITH GLUE PAD & PEST SMASHER HOLDING WITH 3TUBES	
15	COFFEE FILTER	1	1	1	1	1	5	500WATT COIL AUTO CONTROL CAPACITY 3LITER	
16	SPOON STERLIZER	1	1	1	1		4	SS BODY HOLDING 1KV COIL.THERM OSTATE CONTROL	

17	HAND DRYER	1	1	2	2	4	10	Powerful jet air stream ensures quick and efficient hand drying in seconds.holding censor with motor	
18	WEIGHING MACHINE	2	2	2	2	2	10	ss body digital weighing scale capacity 250kilo	
19	REFRIGERATOR	2	2	2	0	0	6	we have 2types of refidgrator single door compresor 0.5hp single phase190liter & double door 277liters	
20	COLD ROOM	0	0	0	0	1	1	blue star 2ton capacity outdoor unit model number TUAH01014K P-I POWER SUPPLY AC 1PH,230V 2AMP	
21	TILTING GRINDER	1	1	1	1	2	6	SS BODY 8LITER GRINDER 3PHASE 1hpMOTOR	
22	HOT BEVERAGE DISPENSER (3 IN 1)	1	1	1	1	1	5	ss body 3 part open coil 2kv watt thermostart temperature control	

23	SS CHILLER(D OUBLE DOOR)	1	0	0	0	1	2	ss body double door continental company compresor 511kcj	
24	UNDER COUNTER REFRIDGE RATOR	0	0	0	1	0	1	ss body double door company compresor 511kcj	
25	DEEP FREEZER	0	0	0	0	2	2	Capacity: 290 to 301 Litres, Color: White, Door Type: Double Swing Door	
26	CUTLERY WELDING( AS NEEDED)							.	

### A. SCOPE OF WORK

The preventive maintenance will be done compulsorily “ONCE” every month. This inspection is carried out to ensure that the mess equipment’s perform in an optimum manner which would endure high equipment uptime.

Preventive maintenance should include the following.

1. **Regular checking/inspections** of all the parts required for normal functioning.
2. **Preventive Maintenance:** The service provider is required to check both electrical and mechanical parts of all equipment enlisted and must intimate to the office immediately and corrective action should be taken.
3. Checking for proper functioning of all equipment and safety controls in terms of checking the connections and terminals and visual inspections.

4. **Emergency Support:** Round-the-clock support for unforeseen issues, ensuring the systems are operational again promptly. To attend services calls other than mandatory monthly service call, as and when required must be attended within same day from the time of call registered.

## **B. WORKS COVERED UNDER AMC/CAMC OF MESS KITCHEN EQUIPMENTS**

### **1. Preventive Maintenance (PM) – All Equipment**

- Scheduled monthly preventive maintenance of all machines.
  - Cleaning, lubrication, tightening of nuts, bolts, belts, and moving parts.
  - Inspection for corrosion, wear & tear, overheating, vibrations, and abnormal noises.
  - Functional testing after each service to ensure optimal performance.
  - Preparing and maintaining equipment-wise PM reports.
  - All major & minor welding jobs to be done as and when required.
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### **2. Electrical System Maintenance**

Applicable to: Mixers, Toasters, Grinders, Warmers, Refrigerators, Deep Freezers, Chillers, Under-Counter Units, Beverage Dispensers, Hand Dryers, Tea/Coffee Machines, Weighing Machines, Bain Marie etc.

- Checking and servicing electrical wiring, connectors, switches, MCBs, relays.
  - Servicing or replacing heating elements, thermostats, sensors, limit switches (CAMC includes parts).
  - Motor inspection, lubrication, rewinding (if included), and alignment checks.
  - Calibration of temperature controls, digital panels, and LED indicators.
  - Ensuring proper electrical safety compliance.
  - Calibration of weighing scale & certificate from Department of Legal Metrology to be obtained.
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### **3. Mechanical Maintenance**

Applicable to: Wet grinders, Tilting grinders, Atta mixers, Vegetable cutters, Coconut graters, Potato peelers, Steamers, Bain Marie, etc.

- Checking belts, pulleys, bearings, gears, and motor couplings.
  - Replacing worn bearings, shafts, bushings (CAMC).
  - Servicing or replacing blades (vegetable cutters), stones (wet grinders), jars and couplers (mixers).
  - Chipping of grinder stones.
  - Door alignment correction for refrigerators, chillers, warmers.
  - Repairing minor dents, handle replacements, gasket adjustments.
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### **4. Gas Line & Burner Maintenance**

Applicable to: Idli Steamers, Cookers.

- Burner cleaning, nozzle servicing, alignment adjustment.
- Gas leak testing using approved methods.
- Servicing gas valves, pressure regulators, pilot burners.
- Safety valves, cooker handle, whistles, gaskets to be checked & replaced when necessary.

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## 5. Refrigeration System Maintenance

Applicable to: Refrigerators, Deep Freezers, SS Chillers, Under-Counter Refrigerators, Cold Room.

- Checking cooling coils, condensers, evaporators, fan motors.
- Cleaning of fins, condensate drain, air filters.
- Gas refrigerant level check and top-up (*CAMC includes free consumables*).
- Door seal/gasket inspection and replacement if required.
- Temperature calibration and performance testing.

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## 6. Steam-Based Equipment Maintenance

Applicable to: Idli Plants/Steamers, Bain Marie (steam type), Boilers connected to kitchen equipment.

- Steam valve, pressure gauge, safety valve checks.
- Descaling and cleaning steam chambers (if applicable).
- Inspection of steam pipelines, joints, pressure controls.
- Servicing of steam traps and solenoid valves.

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## 7. Hygiene & Food-Safety Checks

- Ensuring equipment is cleaned to food-grade standards post-service.
- Sanitization of food-contact parts (mixers, cutters, graters, steamers).
- Checking stainless-steel (SS) surfaces for cracks, rust, or pitting.
- Inspection of hand dryers, spoon sterilizers, warmers for hygiene compliance.

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## 8. CUTLERY WELDING (AS NEEDED)

- This covers the repair and welding of small stainless-steel cutlery items used in the messes.
- Ensuring welded items remain **food-safe and hygienic**
- Re-welding broken handles, joints, or brackets.

### NOTE:

1. **Replacement of defective parts** should be made with spares/parts of the same specification i.e., Only OEM (Original Equipment Manufacturer) or compatible approved parts are to be used as replacements.
2. **Visits Required:** Number of Preventive Maintenance: Monthly basis
3. **Breakdown visits:** On every breakdown.
4. **Written Report:** A report should be provided at the end of each inspection on every month/ every breakdown calls with recommendations of necessary repairs and maintenance procedures.
5. **Emergency Service:** Shall include emergency calls between inspections as required for diagnosis of trouble, adjustment, minor repair, or resetting of controls.
6. **Minor Repair Labour:** Any number of minor breakdown calls or maintenance calls should be attended free of cost. No separate labour charge would be billed during AMC/CAMC period

7. Freight charges /Transportation charges of any kind to be borne by the service provider only.

### **C. TECHNICAL TERMS AND CONDITIONS:**

1. The contractor agrees to execute the entire job pertaining to service, maintenance and changing of parts/repairs.
2. Contractor should provide us with 24x7 support and timely preventive maintenance, ensure the smooth functioning of the machines in an optimum manner.
3. This contract encompasses routine inspections, preventive maintenance, repairs, and the replacement of components when necessary. The primary goal is to identify potential issues before they escalate, thereby minimizing the risk of unexpected downtime.
4. The Vendor must provide a warranty period for items replaced.
5. Welding jobs to be included as and when required.
6. The service provider will be made available by the contractor immediately as and when required against the request call or phone or otherwise during the period of annual maintenance contract.
7. Vendor should attend the repair of the item within 24 hours of intimation about the repair by the Authorized representatives from IISc.

### **4. Organization of the Technical Bid**

The technical bid should strictly be organized in the following sequence only.

**Note:** IISc reserves the right to disqualify any bid that does not provide all the required data and does not follow the organization given below.

1. A covering letter from the bidder. Among other things, the covering letter should certify that all the requirements of the tender are provided, and the solutions offered meet and comply with the technical and other specifications of the tender. The covering letter should certify agreeing to all the terms and conditions mentioned in the tender.
2. The bidder must not be blacklisted by any Central / State Govt. Organizations of India as on date of submission of the bids. A certificate or undertaking to this effect must be submitted.
3. Proofs for Bidder's Eligibility Criteria as given in Section 2 of this tender.
4. Undertaking as in **Annexure A**.
5. Unconditional acceptance of the terms and conditions of the offer is required. All pages of the tender must be signed
6. Appendix
  - a. Company Profile Documents, if desired by the bidder (Maximum 2 pages).
  - b. Supporting technical materials including brochures.
  - c. Any other information or documents that the bidder deems necessary.

## 5. General Terms and Conditions

1. Offer must be submitted under ONE-BID system consisting of both Technical and Price (Financial) bids as hard copies in a single sealed envelope superscribed as “Bid Submission for AMC/CAMC of minor repairs of mess equipment present in A,B,C,D,E ” within the stipulated period to the indicated mailing address. In addition, **soft copy of the technical bid must be sent by email to office.hostel@iisc.ac.in** within the stipulated time
2. Offer to be submitted as per the following format (either AMC or CAMC or both)

Work No	Name of the mess for minor works	Quotation price for monthly Comprehensive maintenance (with GST)	Quotation price for monthly Non-comprehensive maintenance (with GST)
1	A mess		
2	B mess		
3	C mess		
4	D mess		
5	E mess		

3. Delayed and/or incomplete tenders are liable to be rejected.
4. The Bid should be duly signed by the authorized representative of the bidder.
5. The bidders are requested to go through the Terms and Conditions detailed in this document, before filling out the tender. Agreeing to the terms and conditions of the tender document (by signing all pages of the copy of a tender document) is a mandatory requirement.
6. A tender, not complying with any of the above conditions is liable to be rejected.
7. IISc reserves the right to increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.
8. IISc reserves the right to cancel the tender at any time without assigning any reason whatsoever.

## 6. Bid – Terms and Conditions

1. The technical bid should contain all the information and should have the organization as given in Section 4. Bids without the specific information and organization as in Section 4 will be automatically disqualified.
2. The technical evaluations will be made only based on the technical bids and the shortfall responses submitted by the bidder.
3. Price bids of only technically qualified vendors will be considered.
4. The hardcopy commercial bid of the successful bidder, after the commercial bid opening stage, should contain among other things, unit prices, AMC prices for each of the systems mentioned in Section 3, payment terms, installation, commissioning etc. as per requirements of IISc mentioned in the tender document. All such conditions must be

in line with the tender. In case of any deviation or conditional offer, the bid may be treated as non-responsive and not be considered for evaluation. Bundling the prices is not acceptable.

5. This is a **local tender**. Quote should come only from Indian organization. Prices should be quoted only in INR (Indian Rupees) and will be with GST only.
6. The component of tax, and any other statutory levies should be shown separately and not included in the total amount, to enable IISc to avail of any exemption.
7. Proposals should contain the name and contact details, viz., phone, and email of the designated person to whom all future communication will be addressed. The contact details should also be mentioned on the overall envelope.
8. Prices should be quoted in detail given in General Terms and Conditions as part of the tender. Further, bid and **price validity should be for six months** from the date of opening of the technical bids.
9. IISc will place the purchase order only on the successful bidder as per the decision of IISc. In this regard, decision of IISc will be final and binding.
10. The Bidder shall mandatorily visit and examine the site(s) and acquaint itself with the local conditions, scope of work, logistics, and all other factors having a bearing on the execution of the contract, prior to submission of the bid. Submission of the bid shall be deemed as conclusive proof that the Bidder has inspected the site(s) and is fully satisfied with the site conditions. No claim whatsoever, including but not limited to claims for additional payment, variation in rates, extension of time, or compensation on account of non-visit to the site(s) or lack of knowledge of site conditions, shall be entertained at any stage after submission of the bid or award of the contract.
11. The competent authority can penalize the vendor if any mishandling/destruction/exploitation of any mess infrastructure is reported to the extent of loss suffered.

## **7. Payment Terms**

1. Purchase Orders will be raised at the beginning of the AMC/CAMC period.
2. Payments against the PO will be made on monthly basis after satisfactory service for the actual service rendered by the vendor after confirmation by the authorized staff from Hostel Office.
3. Payment will be subject to deduction of TDS as per rules / laws and any other deduction as per PO terms.

## **8. Important Dates**

1. Release of tender: 03.03.2026
2. Start date for submission of the bid: 03.03.2026
3. Last date for submission of the bid: 24.03.2026
  - a. Hard copy submission: The bid in the form of an envelope containing the hard copies of the bids, in a sealed envelope, should be submitted and reach the

below-mentioned mailing address by the same date, 5 PM IST. Note that the hard copy of the bid should exactly match with the soft copy (technical bid) submitted.

- b. Soft copy (technical bid) submission: Soft copy of the technical bid only must be sent by email to [office.hostel@iisc.ac.in](mailto:office.hostel@iisc.ac.in) by the above-mentioned time.

**Mailing address:**

Deputy Registrar (Hostels)

Hostel Office

Indian Institute of Science (IISc)

Bangalore – 560012 India

## **9. Annexure A - Undertaking**

Date:

To:

The Chair, Council of Wardens  
Indian Institute of Science  
Bangalore – 560012, India

**Subject: Undertaking as per GFR – 2017, Rule 170(iii)**

Dear Sir,

We, the undersigned, offer to carry out the project including Products/items, components etc. as per tender at IISc, Bangalore, in response to your Tender No: IISc/Kitchen Equipment/AMC-CAMC/2026/01. We hereby submit our proposal for the same, which includes Technical bid and the Financial Bid. As a part of the eligibility requirement stipulated in the said tender document, we hereby submit a declaration as given below:

1. We will not withdraw or amend or modify or impair or derogate our bid partly or fully or condition of it after tender opening, during the period of tender validity (six months from the date of opening of the technical bid),
2. In case we are declared as successful bidder and an order is placed on us, we will submit the acceptance in writing within 7 days of placement of order on us.
3. In case of failure on our part to deliver/provide the item/installation/service as per the order's terms and conditions within the stipulated period, we are aware that we shall be declared as ineligible for the said tender and /or debarred from any future bidding process of IISc or any Government entity for a period of minimum one year.
4. The undersigned is authorized to sign this undertaking.

Yours sincerely,

Authorized Signatory:

Name and Title of

Signatory: e-mail:

Mobile No: