



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

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Notice Inviting Tender (NIT) under for  
**AMC/CAMC of servicing of  
trolleys at A,B,C,D,E messes.**  
**[Local Tender]**

Enquiry or Tender No: **IISc/MESS TROLLEY/AMC-  
CAMC/2026/03** 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 mess trolleys in the messes. The AMC/CAMC 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 components are as under:

SL. No.	Items	Specification	A Mess	B Mess	C Mess	D Mess	E Mess	Total Qty	Reference Pictures
1	FLAT TROLLEY	SS 304 grade with 4 wheels trolley, handle to operate	4	6	5	4	3	22	

2	<b>CLEARANCE TROLLEY</b>	SS 304 grade body, 4 wheels trolley with partition height 3.5feet w-28inch with MS frame	2	2	6	4	0	14	
3	<b>JUG/PLATE TROLLEY</b>	SS trolley with 4 four wheels	1	1	1	2	5	10	
		<b>Total</b>	<b>7</b>	<b>9</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>46</b>	

### A. SCOPE OF WORK

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

Preventive maintenance should include the following.

1. **Regular checking/inspections** of all the trolleys required for normal functioning.
2. **Preventive Maintenance:** The service provider is required to check all parts of trolleys and must intimate to the office immediately and corrective action should be taken.
3. Checking for proper functioning of trolleys.
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 TROLLEYS

1. Attending repair of the trolleys immediately when informed by Authorized representatives from IISc.
2. Servicing of trolleys including dismantling of wheels.
3. Clearing of food particles and plastic materials.
4. Cleaning of shafts.
5. Attending welding works whenever required.
6. Greasing of bracket bearings and assembly & wheel bearings for smooth operation.
7. Tightening of all moving parts
8. Checking wheel alignment, free movement, and load-bearing condition.
9. Inspection of handles, frames, platforms, and weld joints for cracks or deformation & repair whenever required.
10. Repair or replacement of worn-out bearings, bushes, nuts & bolts.

11. Straightening of bent frames or structural members.
12. Replacement/repair of wheels and casters.
13. Greasing of wheel bearings for smooth operation.
14. Ensuring load capacity markings are visible and accurate.
15. Replacement of Consumables such as Wheels, bearings, fasteners, handles, grips, stoppers.
16. All major & minor welding jobs to be done as and when required.

**NOTE:**

1. **Replacement of defective parts** should be made with spares/parts of the same specification i.e., Only OEM (Original Equipment Manufacturer) parts are to be used as replacements.
2. **Site 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 call 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 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 trolley 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 servicing trolleys of mess 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	IISc/MESS TROLLEY/AMC-CAMC/2026/03	Quotation price for monthly Comprehensive maintenance (with GST)	Quotation price for monthly Non-comprehensive maintenance (with GST)
1	Per trolley		

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, fax, 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 for all the subsystems given in the Technical Specifications part of the tender. Further, bid and **price validity should be for six month**.
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/MESS TROLLEY/AMC-CAMC/2026/03**. 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: