



NOTICE

1. It is stated that this office is in process to award the AMC of Armstrong Make Pumps installed at HVAC Plant room, AIIMS Bathinda to the OEM M/s. ACE Products, 721, Hemkunt Chamber, 89, Nehru Place, New Delhi-110019 at an annual cost of Rs. 4,24,800/- (including GST).
2. In case any firm/ agency/ authorized vendor of the OEM has any objection to the above said proposal or can execute the AMC of the above said equipment at a lower cost as per the terms and conditions attached, then the concerned can submit the objection to email ID estatebranch@aiimsbathinda.in within 15 days of the issue of this notice with complete details. No claim will be entertained after expiry of the 15 days period.
3. Only that agency can submit the objection/ offer, which is capable of executing the AMC and is an authorised service provider of the OEM.
4. This is being issued with the approval of the Dy. Director (Admin.), AIIMS Bathinda.

-Sd/-
Exec. Engineer (Civil)
AIIMS Bathinda

No. AIIMS/BTI/Engg. & Estate/OO/4806

Dated: 11 Sept 2025

Terms & Conditions of OEM (Pumps)

Annexure 'A'

Authorized dealer

1. The scheme is subjected to termination by us if repairs/overhauls are carried out by a third party without our approval.
2. We shall not be liable for any breach or non-performance or delay in carrying out any of the obligations contained in this scheme as a result of strike lockout, industrial/ labour disturbances, epidemic floods, fire / accidental damages, restrictions imposed by Govt., any act of God, riot, war or any conditions arising from similar causes which are beyond our control.
3. No liability is accepted for any malfunctioning / failure of the system due to Careless operation, irregular / un stabilized power supply, damage due to accidents, fire, floods, theft etc.
4. It is assumed that complete system is in fully operational condition at the time of awarding the contract. We may depute our engineer to check the system for proper functioning and additional spare part is required, same shall be carried out at extra cost.
5. Water and electricity required during the working shall be provided by you free of cost.
6. This scheme does not cover the damages to equipment / ancillaries due to environmental conditions and deterioration.
7. Consequential damages & losses of any nature what so ever, are not covered under this scheme.
8. The works covered under the above scheme will be attended by our engineers or by the subcontractors authorized by us.
9. If any other company spare part is given by customer, we can not accept that part for fixing in the pump and only OEM authorised spare parts is installed by OEM.

EXCLUSIONS OF OEM (Authorized dealer)

1. Day to day or routine maintenance & operation of the system. This will be done at additional cost with prior approval and payment.
2. Repairing, replacement of parts, replacement of equipment and any other type of repair.
3. Inspection, maintenance or repair of cabling to pumps, electrical wiring of any third-party equipment & MCC Panels for the equipment.
4. Any damage or malfunction arising out of corrosion or erosion caused by hard water or sludge in the water circuit.
5. Performing special tests recommended or required by insurance companies, central, state or local governments unless specifically included under the scope of work. The same will be carried out by us if required at additional cost.
6. Painting of the equipment.

AIIMS BATHINDA Terms & Conditions for AMC

1. No increase in rates shall be considered at all during the entire period of AMC once the contract has been finalized. No other charges like transportation, fare etc for providing the services will be payable by the AIIMS, Bathinda.
2. The service provider shall be contactable at all times as well as messages sent by mobile / email/fax/or any other mode of message from AIIMS Bathinda to the service provider shall be acknowledged immediately.
3. Payment Terms: For payment purpose, the bills should be submitted quarterly along with the work completion report/user certificate duly signed by official of the offices concerned with stamp and date.
4. No advance payment will be made and GST will be paid as per the Government of India instructions issued from time to time in this regard.
5. As most of the Items of work will be of urgent and time bound nature, the work will have to be completed within the stipulated time frame (decided accordingly by AIIMS Bathinda). The firm will have to attend all complaints on priority made by AIIMS Bathinda or any other authorized personal of AIIMS Bathinda.
6. The specialized tools for carrying out the work shall have to be arranged by the firm at his own cost and no tools will be arranged by AIIMS Bathinda. The firm shall keep all required tools at site.
7. During this period the firm will be liable minimum 04 times per year (quarterly) overhauling/ servicing of equipment during the period of contract.
8. All complaints have to be attended free of cost including breakdown maintenance within a specific period/time/hour depending upon the urgency of the same. Spare parts not covered under AMC shall be provided by the firm as per actual cost of OEM. The service report shall be submitted immediately with details of fault attended, action taken and further suggestions, If any. The OEM/contractor must ensure **CERTIFICATE OF PRICE JUSTIFICATION** (Annexure-1) provided by him for the supplied material every time.
9. Any part taken out for repairing or changing or for any other purpose must be authorized by engineer in charge by valid gate pass.
10. The firm should depute only qualified / experienced technicians for carrying out the maintenance work.
11. The firm shall take all precaution for safety of the workmen, if any accident/mishap occurs, the department shall not be responsible for the same. Consequently, any compensation payable shall be at the firm cost.
12. Penalty @ Rs. 500/- per day shall be deducted from the payment if complaints are not being attended within the given period of time i.e., 72 hrs from the time of lodging the intimation/ complaint. After carrying out the repair, the service personnel shall submit the service report.