

Request for Proposal (RFP) For Annual Maintenance Contract (AMC) of Washing Machines

Issued by: Army Institute of Management Kolkata (AIMK)
Plot No. III – B/11, Action Area III, New Town, Kolkata – 700160

Date: 20 December 2024

1. Introduction

AIMK invites proposals from qualified vendors to provide maintenance and repair services for Samsung fully automatic washing machines installed in the college hostel under an Annual Maintenance Contract (AMC). The purpose of this contract is to ensure the smooth operation, longevity, and efficient performance of the washing machines for the benefit of hostel residents.

2. Scope of Work

The selected vendor will be responsible for:

- (a) **Routine Maintenance:** Weekly inspection, cleaning, and servicing of all washing machines to ensure proper functioning.
 - (b) **Repair Services:** Timely repairs (within 48 hours) of any malfunctioning washing machines, including replacement of faulty parts.
 - (c) **Emergency Support:** Availability of technicians to address urgent issues within a stipulated time frame (within 24 hours).
 - (d) **Spare Parts:** Supply and installation of genuine spare parts as required.
 - (e) **Performance Reporting:** Submission of periodic maintenance reports and recommendations for machine performance improvements.
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3. Machine Details

The machines currently installed include:

- **Total Number:** 17
 - **Brands and Models:** [Samsung; Fully automatic; top loading 6.5Kg]
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4. Vendor Eligibility

Qualified vendors must meet the following criteria:

- (a) Proven experience in servicing washing machines of similar brands and models.
 - (b) Availability of certified and trained technicians.
 - (c) Capability to provide emergency repair services.
 - (d) Availability of genuine spare parts.
 - (e) Positive references from at least two previous clients.
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5. Proposal Requirements

Vendors are requested to submit, in a sealed envelope, the following details in their proposals:

- (a) **Company Profile:** Overview of the company, including years of experience and expertise.
- (b) **Technical Approach:** Plan for regular maintenance, repairs, and emergency services.
- (c) **Cost Breakdown:** Detailed pricing for the annual contract, including service charges, cost of spare parts, and emergency call-out fees (if any).

- (d) **Response Time:** Guaranteed response time for emergency repairs.
(e) **References:** Contact details of at least two previous clients for reference.
(f) **Compliance:** Proof of compliance with applicable safety and industry standards.
(g) **Documents:** i) Copy of trade license
ii) Copy of PAN
iii) GST registration certificate
iv) Ink signed copy of RFP
v) Draft copy of AMC
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6. Submission Details

- **Deadline for Submission:** 31 December 2024
 - **Submission Method:** Proposal must be delivered in person to the following address:
Army Institute of Management Kolkata (AIMK)
Plot No. III – B/11, Action Area III, New Town, Kolkata – 700160
 - **Contact Person:** Dr. Abhishek Bhattacharjee; +91-7980010533
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7. Terms and Conditions

- (a) The college reserves the right to accept or reject any proposal without assigning reasons.
 - (b) The selected vendor must sign a formal AMC agreement before commencement of services.
 - (c) All machines must be maintained as per the manufacturer's guidelines.
 - (d) Vendor may visit our campus to check the condition of the 17 washing machines, mentioned above, before submitting the proposal.
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We look forward to receiving your proposal. Thank you for your interest.

Sincerely,



Dr. Abhishek Bhattacharjee
Presiding Officer