

1. **Tender No: AO/32/2021/NISH/MAY26**

18-05-2026

Notice inviting tender for the maintenance (Electrical and IT Hardware) at National Institute of Speech & Hearing (NISH) for the year 2026-27.

2. Introduction

Sealed Tenders are invited from eligible and licensed contractors/agencies in prescribed format on behalf of National Institute of Speech Hearing, (NISH), NISH Road, Sreekaryam P O, Trivandrum - 695 017, Kerala, for maintenance contract of Electrical Technician & IT hardware manpower services at NISH.

1. Last date of bid submission : 05 th June 2026, 14.30 hours	
2. Technical bid opening date: 05 th June 2026, 15.00 hours	
3. Duration of contract	: Contract will be awarded for a period of 1 year.
4. No of support personnel required	<ul style="list-style-type: none"> 1. Electrician/Lift Operator (Round the clock, 24/7 service) and an additional one General duty Electrician for day time 2. Technician – IT & Hardware (throughout working hours)
5. Tender fee (Exemption allowed based on government rules)	: ₹3000.00 + GST @18% (In the form of DD in favor of Executive Director, NISH)
6. EMD (Exemption allowed based on government rules)	: ₹15,000/- (In the form of DD in favor of Executive Director, NISH)

The bidder should submit technical bid comprising of all the technical documents and price bid (annexure - I) in separate envelopes, super scribed accordingly. Tender should be submitted in the prescribed format obtainable in our website www.nish.ac.in

3. Scope of Contract

A broad outline of the scope of the work is given in the following paragraphs.

- 2.1 **Electrical/Generator/Transformer/Lift/Solar Panel Maintenance:** Checking, cleaning, servicing, periodical inspection and testing, preventive maintenance, necessary repair and replacement etc., ensuring continuous and effective functioning of all electrical fittings and fixtures in the building /office premises and lands including earthing, wiring, circuit breakers dressing of wire/cables. Distribution

switch boards, switches etc. all complete. Proper upkeep, periodical inspection and testing and taking preventive maintenance measures wherever necessary, repair and replacement of cabling wherever required, ensuring trouble free functioning. Unlocking and locking of meters compartment while accompanying the meter reader for taking meter reading. Operation and maintenance of 2 numbers of DG set ((100KVA and 160 KVA), 3 nos of LIFTS, Solar panel and one transformer installed at NISH. The addition or alteration works of electrical wiring, as required for the campus, shall be undertaken under the supervision of the Electrical Consultant. should adhere to all statutory regulations.

2.2: IT Hardware Maintenance: The scope of work is as follows. 1. Operation and maintenance of UPS, Interactive Boards, Projectors, Networking, Trouble Shooting of Electronics and Audio, Video equipment.

2. Daily upkeep & Operation of the above utilities.
3. Clearing faults and break downs of the above said equipment.
4. Providing maximum system availability.
5. Maintaining log of all activities.

The contractor shall ensure timely and adequate deployment of personnel required for carrying out the works covered under the scope of work. However, the following minimum personnel shall be deployed in the manner prescribed as under:

AREA	ELECTRICIAN/GENERATOR/TR ABNSFORNER/LIFT OPERATOR /SOLAR PANEL	IT Hardware
NISH Buildings & Premises	Should be available for service on 24/ 7 basis and an additional one general duty electrician for day time.	Should be available throughout working days

4. General terms and conditions of Service

3.1. The contractor shall provide reliever for the regular employee on leave / is sick

3.2. All tools and machinery required for routine works, preventive maintenance etc., such as pliers, cutter, screw drivers, spanner set, blower, drill machine, crimping tool, megger, earth tester, pipe wrench, tripod etc. shall be provided by the contractor. Also, necessary safety equipment for carrying out the scope of work is to be provided by Contractor to the personnel engaged by them

3.3. Any damage caused to any equipment/or items available at the premises due to negligence of the Contractor's work force shall be entirely the responsibility of the Contractor, the amount so involved on this account shall be deducted from the payment due to the Contractor

3.4. The reported repair and maintenance issues should be promptly addressed by the personnel at NISH provided by the contractor. They are required to report to the Administrative Officer. The necessary registers for recording complaints shall be maintained by these personnel.

3.5. The contractor must ensure that all statutory compliance related to equipment/fixture is up to date and properly displayed wherever applicable

5. Submission of bids

The tender should be submitted as in two covers. Technical bid in one cover and financial bid in another cover and both the bid should be enclosed in single cover. The sealed bids should be addressed to “Executive Director, National Institute of Speech & Hearing, NISH Road, Sreekariyam P.O, Trivandrum.”

4.1 Technical bid comprises of all the below documents: Qualifying criteria:

All the below documents should be submitted in single envelop super scribed with “Technical Bid for the maintenance service at NISH”

1. Certificate of registration of the service provider
2. Experience certificate satisfying 3 years of similar kind of service in state/Central Government Institution.
3. Tax/GST registration details should be submitted
4. Copy of pan card
5. The tenderers should strictly adhere to the statutory regulations viz., Minimum wages Act, EPF Act, ESI scheme, Bonus Act, Contract Labour (R&A) Act 1970 and rules framed thereunder and any other regulations covered under various Labour Acts and Regulations. Supporting documents shall be furnished.
6. Document proof of valid electrical license and 5 years of experience certificate should be submitted for all the electricians providing by the service provider.
7. The tenderer should submit this tender document, duly signed on all pages, indicating agreement with the terms and conditions of the tender

5.2 Price/Financial Bid

The bidder shall quote the price as in the format prescribed in Annexure 1 attached herewith. The price bid should be submitted in separate sealed envelope super scribed with “financial bid for providing maintenance service contract 2026-27”

6. Bid Opening

5.1 The tendering authority shall first open the technical bids in the presence of bidders or their authorized representatives at NISH as in the date and time prescribed in the notice inviting tender.

5.2 Technically qualified bidders were only admitted to the financial bid opening stage and the same shall be intimated to the service provider in advance soon after the technical evaluation completed.

7. Award of contract

The tendering authority shall consider the bid whose offers have been found technically and financially acceptable. An award of contract shall be issued to the

service provider and shall execute a bipartite agreement within 7 days of receipt of award of contract by the service provider.

8. Right to vary quantity

The tendering authority shall have the right to alter the requirement as on the actual need basis for NISH.

9. General tender terms and conditions

8.1. NISH Authority reserve the rights to accept or reject any tender or part thereof or all the tenders without assigning any reason thereof.

8.2. Tenderers' are advised to inspect and examine all the site of NISH campus/buildings and office premises and make all investigations regarding the extent of work, scope and conditions under which the works are to be executed. No claim for any extra payment of any kind on account of lack of information about the site conditions shall be entertained after acceptance of the tender.

8.3. NISH does not bind itself to accept the lowest or any tender or to give reasons for their decision.

8.4. NISH reserves the right to form a panel of two contractors for the job which shall remain valid for the period decided by the authority.

8.5. The tenderer shall submit the tender which satisfies each and every condition laid down in this notice, failing which the tender will be liable to be rejected.

8.6. The 'Notice Inviting Tender' along with 'Terms and Conditions' shall form part of the Contract document.

EXECUTIVE DIRECTOR NISH

Tender Inviting Authority
Copy to

1. NISH notice board
2. CCMD (NISH website)
3. Print Media (any two-leading newspaper in Kerala)

Approved for Issue

Administrative Officer

National Institute of Speech and Hearing (NISH)

Financial Bid form (Annexure 1) Date:

Sl. No.	Maintenance Charges/month.	Amount /Rate (₹.) /Month
1.	Electrical /Generator/Lift/Transformer – full time Technician (24/7) on shift basis + 1 general duty electrician for day time.	
2	Technician - IT Hardware technician (Throughout working days) – 1 staff only	
	Service charge of service provider	
	Total	
	GST of services in item 1 & 2	
	GST of Applicable Service Charge	
	Grand total (₹)	

10. Terms and conditions

- The bidder should submit the financial bid in the above format only. Providing financial proposal other than this format may reject the bid.
- All taxes, service charge and duties as applicable are inclusive in the quoting the rate.
- For replacement of any spare parts/providing or managed services through 3rd party, the actual cost of the items/services will be paid by NISH on submission of original bills. No additional service charges or any other charges is payable for this purpose.

We agree to undertake the work for a monthly charge of ₹ (Rupees only) for the staff to be deployed as mentioned in the scope of work above. We also accept the Notice Inviting Tender, scope of work, and Terms & Conditions, which have been duly signed and acknowledged.

Name and Designation

Name of the agency

Office Seal

Address.....

Name of the contact person

Contact no: