

Expression of Interest (EOI) for Supply of Digital Water Dispenser Machine / ATM

1. Introduction

During summer months, Delhi faces high ambient temperatures. Also, IMD has predicted severe and prolonged heat wave in Delhi during the upcoming summer season. In order to enhance public access to safe, filtered and cold drinking water, Government has decided to arrange to install Water Dispensers / ATMs at public locations in Delhi.

In order to support the Government in undertaking installation of Water Dispensers / ATMs, DIMTS invites Expressions of Interest (EOI) from qualified and experienced suppliers/ manufacturers for the supply, installation and maintenance of Digital Water Dispenser machines / ATMs across Delhi. The purpose of this EOI is to identify potential vendors capable of supplying and maintaining high-quality digital water dispensers / ATMs that meet the requirement of providing clean and filtered cold drinking water to public.

2. Scope of Work

The selected vendor will be responsible for:

- Supplying NDMA / DDMA approved Digital Water Dispensers / ATMs with integrated purification (RO /UF), storage, and dispensing units, as per specifications provided in section 4.
- Installation and commissioning of Digital Water Dispensers / ATMs at designated locations.
- Incorporate IoT-powered dashboards, digital displays, and AI-driven analytics to enable remote real-time monitoring of complete status of the machine including functional/non-functional status, functioning of filters, etc.
- Ensuring compliance with health, safety, and environmental standards.
- Vendors shall be able provide end-to-end implementation, with civil, plumbing, electrical works, system integration, testing and commissioning including but not limited to foundation, water supply pipelines, water discharge pipelines, electric switches, cables, machine protection grill, etc. as required.
- Providing maintenance and after-sales support services for 1 year warranty and 4 year AMC from the date of acceptance of commissioning of the machine.
- Conducting a pilot project at a selected site to assess the performance, efficiency, and user-friendliness of the digital water dispensers / ATMs.
- Providing a report on pilot project outcomes, including recommendations for full-scale deployment.

3. Eligibility Criteria

The interested applicants must fulfil the minimum eligibility criteria specified in Annexure-I of this document.

Failure to meet the criteria or to provide the required supporting documents listed in Annexure-I will lead to disqualification.

4. Minimum Technical Specifications

Feature	Minimum Requirement
Water Purification Capacity	100 Liters/Hour
Filtration Technology	RO/UF + TDS Controller (BARC Technology & Ultra Filtration)
Storage Tank	400 – 800 Liters (Steel SS 304) or above
Built in Raw Water Storage Tank	Enables buffering during peak hours or intermittent water supply.
Water Dispensing	Cold & Normal
Output Water Quality	Compliant to applicable standards including WHO standard
Multi-point Dispensing	Minimum 2 Taps
Power Supply	220V AC
Camera	Integrated camera with AI-based footfall analysis
In-built sensors	Water level sensors, water quality sensors (all parameters), seismic sensor, ambient temperature sensor, water flow meter
Monitoring System	<p>Real-time alerts on Machine usage, water quality, tank levels. Water output should stop in case water filter not working properly or water quality falls below permissible standards</p> <p>Cloud Dashboard with Live Data (Water quality parameters, TDS, Flow, Pressure, Power Status)</p> <p>Geo-tagging of machine</p> <p>Automated alerts for TDS level, water level, power failure, etc.</p> <p>Outputs from camera and all sensors to be provided to DIMTS in real-time for integration with DIMTS Control Centre. Complete technical documentation/support to be provided to DIMTS for integration of cameras/sensors with its system.</p>
Casing	Stainless Steel SS304 grade / Anti-rust galvanized outer body
Mobility	Mounted on wheels (lockable) / Easy Assembly & dismantling

Feature	Minimum Requirement
Display Panel	Digital Display min 42 inch – capable of display of: <ul style="list-style-type: none"> a. Stored audio-video content b. Sensors outputs such as output water quality parameters, camera display, etc. c. Real-time content received from control centre (such as AQI parameters, social messages, advertisements etc.)
Electrical Safety	Stabilizer, waterproof panels, MCB-protected.
Enclosure	Weatherproof, tamper-resistant cabinet
Material	Material used should be FSSAI/BIS/ISI marked (where applicable)
Helpline	18 x 7 helpline with telephonic support. Helpline no. to be displayed prominently in front of machine
Optional: -	
Payment Acceptance	Multiple payment acceptance capabilities including but not limited to cash (Rs. 1 and 2 coins acceptance), QR code and UPI payments. Confirmation of payment to be displayed on an LCD display. Automatic refund, if water not dispensed.

The applicant must submit a duly filled and signed copy of Annexure-II: Technical Compliance Sheet, certifying compliance with the technical and functional specifications outlined.

5. Maintenance & Support

The applicant must meet the minimum maintenance and support requirements as outlined in Annexure-III of this document.

The applicant must submit a duly filled and signed copy of Annexure-III: Compliance Sheet for maintenance requirements, certifying compliance with the maintenance requirements.

6. Submission Requirements

Interested parties should submit the following information:

- a) Company profile, including years of operation and relevant experience.
- b) Cover letter on official letterhead
- c) Complete technical specifications of offered system
- d) Financial documents (last 3 years audited balance sheets)
- e) Copy of NDMA/ DDMA approval letter / certificate and other certifications & registrations

- f) Client references or work orders
- g) Signed copy of the Annexure-II: Technical Compliance Sheet
- h) Signed copy of the Annexure-III: Compliance sheet for Maintenance Requirements
- i) Authorization Letter (if applying on behalf of OEM)
- j) Indicative pricing structure.
- k) Approach for project execution, including methodology for installation and maintenance, timelines, complaint handling system, escalation matrix, manpower proposed to be deployed for installation and maintenance etc.
- l) Proposal for pilot project execution, including methodology, timeline, and expected outcomes.

7. Pilot Requirement

- The applicant will need to provide 01 dispenser / Water ATM on the site provided for a maximum period of six months.
- Performance metrics such as water quality, user feedback, and system reliability will be monitored.
- Adjustments and optimizations may be made based on real-time observations.
- At the conclusion of the pilot, a performance review will determine the feasibility of full-scale implementation.

8. Project Details

- It is expected that about 1,000 digital water dispensers/ ATMs will be installed at various locations in Delhi. The locations will be specified by Government.
- Water and electricity for operation of digital water dispensers/ ATMs will be provided by Government.
- Multiple vendors may be selected to install digital water dispensers/ ATMs.
- The vendor will need to monitor performance metrics such as water quality, user feedback and system reliability and provide the reports to DIMTS.
- Adjustments and optimizations may be made based on real-time observations.

9. Submission Deadline and Contact Information

EOI submissions must be sent anytime via email or hard copy to Sh. Rakesh Kumar Singh at rakesh.kumar@dimts.in or 8th Floor, Block 1, Delhi IT Park, Shastri Park, Delhi 110053 by 07/05/2025.

For further inquiries, please contact +911143090169.

10. Evaluation and Next Steps

EOIs submitted will be evaluated based on documentation submitted and vendors meeting basic criteria will be asked to install 01 Machine for pilot as per locations identified.

EOIs will be assessed based on the eligibility criteria, product quality, and service capability. Shortlisted vendors may be invited for further discussions and potential Request for Proposal (RFP) submission.

Vendors participating in the pilot project will be evaluated based on their ability to meet performance benchmarks and adapt solutions as per this requirement.

DIMTS has a right to cancel the EOI process without any obligation.

Annexure-I: Eligibility Criteria & Required Documents

Applicants are required to meet the following eligibility criteria and submit corresponding documents as proof. Failure to provide relevant documents may lead to disqualification from the evaluation process.

Sl. No.	Eligibility Criteria	Document(s) to be Submitted
1	The applicant must be a registered entity under the Companies Act, 1956/2013 or a registered partnership/LLP under Indian laws.	Certificate of Incorporation / Partnership Deed / LLP Registration Certificate
2	The applicant should have a minimum average annual turnover of ₹3 Crores in the last three financial years (FY 2021–22, 2022–23, 2023–24).	Audited financial statements or Certificate from a Chartered Accountant
3	The applicant must have completed last 3 years involving supply & maintenance of minimum 10 digital water dispensing machines / water ATMs with sensors and dashboard for real-time monitoring of water quality, machine health, and usage analytics.	Work Order
4	The applicant should have at least 1 work order from DDMA/NDMA digital water dispensing machines / water ATMs with camera integration for footfall tracking and analytics.	Work Order from DDMA/NDMA
5	The applicant must hold valid statutory registrations.	PAN, GST Registration Certificates
6	The applicant must not be blacklisted by any government body / PSU.	Self-declaration on company letterhead

Annexure-II: Technical Compliance Sheet

Sl. No.	Specification/Requirement	Compliance (Yes/No)	Remarks / Document Reference
A. Machine Hardware			
1	RO/UF + TDS Controller (BARC Technology & Ultra Filtration)		
2	Output TDS of purified water within 50–150 ppm		
3	Cold & Normal Water dispensing option (10–15°C for cold water)		
4	Storage Tank – 300 - 400 liters (SS 304) or above		
5	Minimum output capacity of 100 LPH		
6	Stainless steel or anti-rust galvanized outer body		
B. Digital Display			
7	Digital Display min 42 inch – capable of display of: <ul style="list-style-type: none"> i. Stored audio-video content ii. Sensors outputs such as output water quality parameters, camera display, etc. iii. Real-time content received from control centre (such as AQI parameters, social messages, advertisements etc.) 		
C. Monitoring & Dashboard			
8	Real-time alerts on Machine usage, water quality, tank levels. Water output should stop in case water filter not working properly or water quality falls below permissible standards.		
9	Cloud Dashboard with Live Data (Water quality parameters, TDS, Flow, Pressure, Power Status)		
10	Geo-tagging of machine		

11	Automated alerts for TDS level, , water level, power failure, etc.		
D. Camera & Analytics			
15	Integrated camera with footfall tracking		
16	Usage statistics and reporting (daily/weekly/monthly)		
E. Maintenance & Warranty			
17	1 year standard warranty and 4 year AMC on complete machine including purification, electronics, and display components		
18	AMC plan with SLA-based preventive & corrective maintenance		
19	18 x 7 helpline with telephonic support		

Declaration:

I/we hereby certify that the specifications mentioned above are met by our proposed system. Supporting documents, photographs, and relevant proofs are attached wherever applicable.

Authorized Signatory:

Name:

Designation:

Company Name:

Date:

Signature:

Annexure-III: Compliance Sheet for Maintenance Requirements

The following table outlines the minimum maintenance requirements for the Digital Water Dispensing Machine/ATM. Applicants are required to indicate compliance with each item and provide remarks or reference documents wherever applicable.

Sl. No.	Maintenance Requirement	Compliance (Yes/No)	Remarks / Document Reference
1	Quarterly Preventive Maintenance Visits (PMV) as per SLA		
2	Monthly check on filter status and dispensing flow rate		
3	Daily automated health check via dashboard		
4	Automated ticketing system for maintenance issue logging and resolution		
5	Filter replacement schedule adherence (Sediment – 3 months, RO – 4–6 months)		
6	Tank sanitation and system recalibration every 6 months		
7	18 x 7 helpline with telephonic support		
8	Real-time alerts for faults, power failures, and water quality deviations		
9	Component replacement alerts (e.g., UV lamp, RO membrane)		
10	Zone-wise technician availability for emergency response		
11	Monthly uptime and maintenance report submission		

Declaration:

I/we hereby certify that the maintenance services and schedules mentioned above will be adhered to in full. Relevant documentation or past maintenance logs are attached wherever applicable.

Authorized Signatory:

Name:

Designation:

Company Name:

Date:
Signature: