

# JAMIA HAMDARD

HAMDARD NAGAR, NEW DELHI - 110062

Telephone: 011-26059688-5370

## **TENDER DOCUMENT**

### **FOR**

**Comprehensive Annual Maintenance Contract (CAMC) VRF AC  
Units installed at School of Nursing & School of Pharmacy.**

**Submitted by:**

**Name:**

**Address:**

**Contact No:**

**Email ID:**

**JAMIA HAMDARD  
(DEEMED TO BE UNIVERSITY)  
HAMDARD NAGAR, NEW DELHI-110062**

**TENDER NOTICE**

25.11.2025

Jamia Hamdard, New Delhi invites sealed items rates Tenders in **Single bid system** from reputed contractors registered with Govt. Semi Govt. or State Govt. organization or worked/working in reputed institutions for the below mentioned work. Tender Documents are attached herewith. Last date of submission of the Tender is 10.12.2025 up to 3.00 PM. The bidders are also advised to visit the site to satisfy themselves before submitting the Bids. Bidders not fulfilling the Eligibility Criteria will be rejected. Eligibility Criteria is mentioned at Tender clause 2.

<b>NAME OF WORK</b>	Comprehensive Annual Maintenance Contract (CAMC) Samsung make VRF AC Units installed at School of Nursing & School of Pharmacy.
<b>ESTIMATED COST</b>	Rs. 2.10 Lakh
<b>EARNEST MONEY:</b>	Rs.4200.00 Demand Draft in favour of “Jamia Hamdard” New Delhi
<b>TENDER COST:</b>	Rs.500/- Demand Draft in favour of “Jamia Hamdard” New Delhi
<b>TIME PERIOD</b>	Initially for one year further extendable based on performance of successful bidder with mutual consent

**Note:-** Those agencies who has earlier submitted their bids with tender fees and EMD for this work need not to submit the tender fees and EMD again with their bids.

The Tender duly filled should be dropped in the Tender Box kept in Purchase Section, Admin Block on or before 10.12.2025 up to 3.00 PM along with demand draft of earnest money & Tender fee in sealed envelope clearly specifying the name of work. The DDs shall be in favor of Jamia Hamdard payable at New Delhi. The bids shall be opened on 10.12.2025 at 3.30 PM by the tender committee in presence of available interested parties. Jamia Hamdard reserves the right to reject any or all tenders without assigning any reason. Decision of Jamia Hamdard in this regard will be the final and binding on all applicants.

**Registrar**

## 1. **SCOPE OF WORK**

The successful tenderer shall be in a position to provide Comprehensive Annual Maintenance Contract of Samsung make (total capacity 76 (58+18) HP) VRF AC system which includes scheduled preventive maintenance & Servicing once in three months (checking general health of AC unit, cleaning of heat exchangers coils, fans, drains, ensuring the insulations of refrigerant pipe, tightening of all electrical connections, connectors to PCBs screws etc.). All parts of system (like compressor, fan motor, PCB, magnetic switch, transformer and EEV etc.) including Gas charging shall be replaced free of cost in case of any breakdown during the CAMC period.

## 2. **ELIGIBILITY CRITERIA**

- 2.1 The tenderer should be Competent/Authorized service provider dealing in repair/servicing for Comprehensive Annual Maintenance Contract of VRV/VRF AC system.
- 2.2 Contractors should have executed similar nature of works of at least one contract of 80% value of estimated cost of works or two contracts of similar nature of works of 60% value of estimated cost of works or three contracts of similar natures of works of 40% value of estimated cost of works in the last 5 years in any institutional Buildings, Universities and produce credentials in support thereof, Certificates of satisfactory completion of works must also be provided.
- 2.3 Certified documents of having successfully completed similar works during the last 5 years as on 31.10.2025 should also be attached.
- 2.4 The tenderer must have its office /branch located either in Delhi/ New Delhi/NCR. The bidder must have his own T & P and qualified and experienced manpower. Certified copy in support must be attached.
- 2.5 The Bidders must have GST, PAN, etc.

## 3. **SUBMISSION OF BIDS**

Tenders should be submitted in sealed envelopes, super-scribing NIT & Name of work, due date for opening, bidder's name & address. The sealed tender duly filled should be dropped in the tender box kept in the Central Purchase Section. It should not be handed over to any employee of the Jamia Hamdard. No tender shall be accepted later than the time schedule specified above. Any clarifications/amendments/corrigendum etc., to NIT before last date of submission of bid will only be available on our website: [www.jamiahamdard.ac.in](http://www.jamiahamdard.ac.in) Therefore, bidders are advised to keep visiting our website.

**Note:** The bidder shall submit the following:

- a. Covering letter on Company's Letter head
- b. Tender Fee
- c. Earnest Money Deposit.
- d. Copies of GST & PAN etc.
- e. Copies of work orders for similar nature of works as per criteria for eligibility mentioned above.
- f. Entire NIT and document duly signed & stamped by the bidder.
- g. Bidder not complying the bid & eligibility criteria is liable to be rejected.
- h. Completion certificate submitted should be issued / signed by an officer not below the rank of Executive Engineer/Assistant Engineer.
- i. BOQ as cited on **Annexure "A"**
- j. Bidders are required to quote his item rates in the above said attached BOQ in accordance with the scope of works, terms & conditions & technical specifications enclosed. *The rates/price*

*quoted by contractor should be all inclusive i.e. should include all material cost except batteries & battery trollies, labour, services, plant/machinery/tools & tackles, ladders & scaffolding required for work, freight, Insurance, Octroi, Govt. duties & levies, GST, Service Tax, Sales Tax etc.), transport/cartage of materials/labour and all other expenses not specifically mentioned but reasonably implied. It is mandatory for bidder to quote all items rate as asked for in the BOQ/ PRICE schedule. Failure in not filling some item rates will lead to rejection of tender. The bidders should quote unconditional rates, typed without any overwriting and all pages should be duly signed & stamped.*

#### **4. GENERAL TERMS & CONDITIONS**

- 4.1 Jamia Hamdard is at liberty to make additions/deletions/modifications/amendments in the tender document and the applicants are bound by the same.
- 4.2 The tender proposal, completed in all respects, should be signed by the authorized signatory of the applicant on all the pages of the application document at bottom right side corner in token of acceptance of the terms and conditions of the tender and for the purpose of identification. This is to ascertain that the applicant has quoted against all relevant items.
- 4.3 The EMD in the form of DD of Rs 4200/- & tender fee of Rs.500.00 should be in favour of Jamia Hamdard. Tenders received without tender fee & EMD will be rejected without assigning any reasons. EMD & tender fee mentioned in the tender document has to be submitted without fail. Tenders without EMD & tender fee will be rejected. The EMD of unsuccessful tenderer will be returned after issue of work order to the successful tenderer.
- 4.4 *Applicants are advised to examine and fully satisfy themselves before submitting their applications as to the nature of work/project to be executed and the other aspects pertaining to and/or impacting the work/project and shall themselves obtain all necessary information/clarification as to the risks, contingencies and other circumstances which may influence or affect the work/project.*
- 4.5 *Tenderer may quote their rate keeping in view the existing condition of the VRF System as the CAMC will be with the existing condition. No extra payment will be made if any breakdown maintenance is required in starting of CAMC.*
- 4.6 The tenderer will not be entitled to any claim of compensation, financial or otherwise, for difficulties, if any, faced or losses incurred by them on account of submission of the tender.
- 4.7 The price quoted in price bid should be inclusive of all types of taxes. No extra charges will be paid over and above the contract amount on account of any taxes (existing or future addition) or on any other account.
- 4.8 The Annual Maintenance Contract will be of comprehensive in nature and for a period of one year. Jamia Hamdard at its discretion may further extend the CAMC on the same terms and charges based on performance of the agency.
- 4.9 Minimum four services are to be done during the CAMC period. However, if required more services may be done by the vendor at no extra cost.
- 4.10 Only original spare parts/quality approved by the Jamia Hamdard will be permitted to be used for the maintenance during the CAMC Period.
- 4.11 Samsung make VRF AC system covered in this contract have to be maintained as per the standards of the Original Equipment Manufacturer (OEM). The contractor has to repair /service/ maintain the VRF AC system under the CAMC in “as is where is condition” when handed over to them under CAMC.
- 4.12 **Payment Terms:** CAMC Charges will be paid on quarterly basis (i.e. end of every three months) of the CAMC period. The payment will generally be made within 30 days from the submission of bills. However, no interest is liable to be paid by Jamia Hamdard in case of delays, if any, in payment. Final payment will be made after successful completion of CAMC period.
- 4.13 Statutory deduction towards income tax and other taxes will be made at the time of making payments and @0.25% will be deducted from each bill towards JHERF.
- 4.14 Rate Revision in the contract amount is not be permitted during the validity period of the contract for any reason.

- 4.15 Losses incurred due to mishandling / misplacement / theft or any malpractice by technicians during the period of AMC, the Contractor has to reimburse / make good of the losses suffered by university due to fault of his technicians. In case of non – reimbursement / making good by the contractor, the same will be recovered from the bills by University.
- 4.16 The Institute does not bind itself to accept the lowest quotation and reserves the right for accepting any quotation or to reject any or all quotations and also to reduce or enhance the quantity and period of order according to departmental requirement without assigning any reason.
- 4.17 The decision of the University will be final in case of any dispute arising in implementation of the terms of the contract.
- 4.18 The Service provider should submit the list of Universities/Govt. organizations/Institutions to whom supplies/service were made earlier.
- 4.19 Correction in the Quotations if any, should be initialed otherwise the Quotations will be rejected at the time of the opening; the rates should be quoted in figures and in words as well.
- 4.20 The Courts in Delhi alone shall have exclusive jurisdiction in respect of matters arising out of this Agreement & any such litigation.
- 4.21 All security and safety regulations and guidelines as per the applicable of law are to be followed. All guidelines/directions of the university Security Division must be followed.
- 4.22 The contractor will be liable for any loss, damage of casualty happened to the equipment of person during work. All labor laws amended time to time by Govt. of India will be strictly followed.

**Cancellation of Contract in Full or in Part:**

- 4.23 *In cases of poor workmanship and non-compliance of tender/agreement or services provided by the contractor are not found to be satisfactory, the contract shall be terminated by university by giving 10 days' notice even before the expiry of contract period and shall be forfeited the security deposit without assigning any reason what so ever.*
- 4.24 *The Competent Authority may, without prejudice to any other right or remedy which shall have accrued or shall accrue thereafter to Jamia Hamdard by written notice cancel the contract as a whole or in part as it may deem appropriate.*
- 4.25 **The Penalty for delay in attending to complaints will be as under:** Attendance of the breakdown complaint must be addressed in 4.00 Hrs and necessary rectification for the functionary of AC system must be made in a reasonable time. If the complaint is not attended in due time and rectification is not made without genuine reason there, a penalty @1% of the contract value per day subjected to a max of 10% may be deducted as such case Jamia Hamdard will have the right to terminate the contract at the contractor risk and cost.
- 4.26 Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
- 4.27 Any damage resulting to the system on account of the negligence or mal-operation shall be made good by the contractor. Nothing extra will be paid for such work.
- 4.28 The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the service to the satisfaction of the Engineer- in – charge of the department and any expenditure incurred therein for alternative arrangements by the Engineer-in-charge shall be recovered from the contractor.
- 4.29 During working at site, some restrictions may be imposed by Engineer-in-Charge/Security staff of Jamia Hamdard or Local Authorities regarding safety and security etc., the contractor shall be bound to follow all such restrictions/instruction & nothing extra shall be payable on this account.
- 4.30 No compensation shall be payable to the contractor for any damage caused by rains lightening, wind, storm, floods Tornado, earth quakes or other natural calamities during the execution of work. He shall make good all such damages at his own cost; and no claim on this account will be entertained.
- 4.31 No labor hutment shall be allowed in the premises. All laborers should leave the site after day's work. The security & Watch ward of site contractor materials/work etc. shall be at his cost only.
- 4.32 All rates quoted by the tenderer shall be complete inclusive of all taxes, duties, labor, Tool & Plant, Transportation etc., and the same shall remain firm for the entire contract period and extended contract period, if any.
- 4.33 If the contractor fails to proceed with the work within the stipulated time as specified from the date

of issue of letter of intent/letter to proceed with the work, the University shall forfeit the Earnest Money Deposited by him along with the tender.

- 4.34 The materials used for carrying out the work shall be of best locally available quality and the contractor has to carry out the necessary testing of the material as ordered by the Engineer- In-Charge for its conformity and all testing charges shall be borne by the contractor.
- 4.35 The contractor shall be fully responsible for the any injury or damage caused to the workmen deployed by him at site for carrying out the work and Jamia Hamdard has nothing to do with such happenings and in no way shall be held responsible for the same.
- 4.36 The Vendors whose near relatives'/blood relations are employed at Jamia Hamdard need not apply, and the same will not be considered.
- 4.37 All communication should be addressed to the Executive Engineer, Jamia Hamdard, Hamdard Nagar, New Delhi – 110062.

**Signature and seal of Tenderer**

**Annexure A****Price Bid for the CAMC of Samsung Make VRF AC system installed School of Nursing & School of Pharmacy.**

<b>S.No.</b>	<b>Details of AC Units</b>	<b>Unit</b>	<b>Qty</b>	<b>Rate</b>	<b>Amount</b>
1	Comprehensive Annual Maintenance Contract of Samsung make 58 HP 4 Nos. of Outdoor Units, (8HP, 12HP, 22HP & 16HP) with all connected indoor units (type High wall & Cassette) at School of Nursing.	HP	58		
2	Comprehensive Annual Maintenance Contract of Samsung make 18 HP one Outdoor Unit with all connected indoor units (type High wall/Cassette) at School of Pharmacy	HP	18		
			<b>Total Amount</b>		
			<b>Total GST amount</b>		
			<b>G. Total</b>		

**(Signature of Proprietor/Partner/Chief Executive)**  
With Seal