



JAMIA HAMDARD

(Government Aided Deemed to Be University)

HAMDARD NAGAR, NEW DELHI - 110062

Accredited with NAAC A+

NOTICE INVITING TENDER

(JH/PS/TENDER-46/OCT-45)

Jamia Hamdard (Deemed to be University) Hamdard Nagar New Delhi 110062, invites sealed tender through two bid System from the Authorized Vendor for the procurement of Microsoft Office 2024 Licenses as per the details given below.

Sl. No.	Name of the software	Type	Duration of License	Total Licenses (Qty.)
1	MS Office Standard 2024 LTSC , Volume License License should be provided to our Microsoft Tenant ID.	Standard 2024 LTSC	Perpetual	480 Nos.
2	MS Office Professional Plus2024 LTSC, Volume License	Professional Plus2024	Perpetual	15 Nos.
3	MS Office Standard 2024 LTSC , Volume License, for MAC	Standard 2024 LTSC	Perpetual	5 Nos

Bid Notification

Bid Document Published Date	October 01, 2025
Receipt of Suggestion if any, strictly on the following email id (hahcit tender@jamiahamdard.ac.in)	October 07, 2025(up to 03.30 p.m.) No query shall be entertained over phone)
Pre Bid Meeting	October 09, 2025 (12.30 p.m. at HAH-CIT,1 st Floor, Central Library Building, Jamia Hamdard, Hamdard Nagar, New Delhi 110062
Publication of Revised Tender Document if any	October 14, 2025
Last date of submission of Tender	October 21, 2025(3.30.p.m)
Date of Opening of Technical Bid	Technical Bid shall be opened by CPC
Financial Bid opening Date	To be notified later
Tender Fee (Non-refundable)	Rs.2500/- (Rupees Two Thousand five hundred only)
EMD (Earnest Money Deposit)	Rs.65,000.00(Rupees Sixty Five Thousand only)

Bidding Procedure

The Tender forms are to be submitted in two separate sealed envelopes one envelope containing 'Technical Bid' Part (A) and second Envelope Containing 'Financial Bid' (Part B) separately. Each and every page of the tender is to be serially numbered and duly signed by authorized bidder/signatory. The rates should be written both in words and figures, free from erasure(s) and over writing(s) and error in typing/writing. Any erasure/error/ correction must be attested by the bidder otherwise bid shall be rejected. The technical bid shall be opened first and shall be referred for technical evaluation. The financial bid of only those bidders whose technical bids are found acceptable by the Technical Evaluation Committee will be considered for opening. The award of contract shall be considered to the lowest bidders fulfilling the conditions. The Jamia Hamdard reserves the right to reject lowest tender or all the tenders or accept any tender or part thereof without assigning any reason.

(A) ELIGIBILITY COMPLINCE SHEET

S. No .	Documents to be Submitted	Documents Submitted (Yes/No)
1	Proof of Registration under Companies Act, 1956	
2	Enclose Copies of Company PAN Card, GST Registration	
3	Balance Sheets of last three years or turnover certificate duly attested by CA(2022-23, & 2023- 24,2024-2025)	
4	Compliance to the Terms and Conditions of the Tender. (As per the format given in Annexure –A)	
5	Compliance to the Eligibility Criteria (As per the format given in Annexure –B)	
6	Compliance to the Scope of Work and Technical Specifications. (As per the format given in Annexure-C)	
7	Acceptance of Contract Term & Conditions (As per the format given in Annexure-D)	
8	Bid Securing Declaration -E	

(B) COMMERCIAL BID SHOULD COMPRISE THE FOLLOWING:-

S.N.	Name of the software	(Qty in Nos)	License type	Unit Price	Amount	Amt Inc. of Tax
1	MS Office Standard 2024 LTSC , Volume License	480	Perpetual			
2	MS Office Professional Plus2024 LTSC, Volume License	15	Perpetual			
3	MS Office Standard 2024 LTSC , Volume License, for MAC	5	Perpetual			

Signature of Authorized Person with Company Seal

General Terms and Conditions for Tendering Microsoft Licenses (2024)

1. Authorization & Licensing

- **The vendor must be a Microsoft Certified Partner, preferably a Microsoft Partner/Solutions Partner.**
- The vendor must provide **authorized and genuine Microsoft Office licenses**, with validation support
- The licenses should be Perpetual.
- A **certificate of authenticity** or equivalent proof of genuine licensing must be provided.
- Must possess valid Authorization letter from Microsoft Corporation issued in the name of Jamia Hamdard, and licenses should also be **accessible in Microsoft Portal for Keys and downloads**.
- Must have experience in supplying Microsoft licenses to Government, Educational Institutions or PSUs and Corporates for a minimum period of 3 years.
- Must be registered under applicable tax laws (e.g., GST, PAN, etc. in India).

2. Delivery and Installation

Delivery must be made within the stipulated time frame (e.g., 2–4 weeks) from the date of Issue of Purchase Order (PO).

- Installation assistance must be provided, if applicable.
- A certificate of successful delivery and installation may be required.

3. Pricing and Payment

- Prices should be quoted in (INR) and must be inclusive of all applicable taxes.
- No escalation of prices is allowed after submission.
- Payment terms: **usually 30–60 days** after successful delivery and acceptance.

4. Validity of Bid

- The bid must remain valid for a specified period, typically 90 to 180 days from the date of tender opening.

5. License Compliance

- All licenses must be verifiable via Microsoft Volume Licensing Service Center (VLSC) .
- The vendor is responsible for ensuring license authenticity and compliance.

6. Termination

- The institution reserves the right to terminate the contract in case of non-performance, delay, or supply of unauthentic licenses.

7. Dispute Resolution

- Any disputes shall be subject to jurisdiction of the local courts where the institute is located.
- Preferably resolved through arbitration, as per institutional procurement policy.

8. Confidentiality

- The bidder must not disclose any institutional data or software license keys to unauthorized personnel outside or inside Jamia Hamdard.

9. **Force Majeure**

Standard clause covering natural disasters, war, strikes, etc., exempting parties from liability under such events

10. **Other Term & Conditions of Tender**

- MSMEs/NSIC registered suppliers (certificate to be submitted for exemption) is exempted from EMD fee.
- **Jamia Hamdard will deduct an amount of 0.25% from all the bills for “*Jamia Hamdard Relief and Welfare Fund*”.**
- Any notification for changes in specifications/terms shall be through corrigendum/addendum which shall only be notified on www.jamiahamdard.ac.in
- In the event of a bidder backing out before actual award or execution of agreement, JH will have right to forfeit the EMD.
- In case the successful tenderer (L-1) Declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.
- The agency shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner except with the specific approval of Jamia Hamdard.
- In the case of the lowest is more than one, then it would be at the discretion of JH to decide the L1.

BIDDER’S ELIGIBILITY CRITERIA:

Vendor Eligibility Criteria for Procurement of Microsoft Office Licenses (2024)

1. Financial Capacity

- **The vendor must have an average annual turnover of INR 1 Crore or more over the last 3 financial years**
 - **The vendor must submit audited financial statements or CA-certified financial summaries for the last 3 years.**
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2. Experience & References

- **The vendor must provide client references or purchase orders as proof for supply of Microsoft License(s).**
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3. Technical Support & SLAs

- **The vendor should provide installation support, activation assistance, and post-sale technical support.**
 - **The vendor must specify response and resolution times (SLAs) for support queries.**
 - **Optional: Availability of remote or onsite support depending on the organization’s requirements.**
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4. Bid Submission & Validity

- **Bids must be submitted in the prescribed format with all supporting documents.**
- **Bids should remain valid for a minimum of 90 days from the date of submission**

Statement of Compliance to the Scope of Work and Technical Specifications
Procurement of Microsoft Office 2024

We,----- hereby confirm our full compliance with the Scope of Work and Technical Specifications outlined in the procurement documents for the supply and delivery of **Microsoft Office 2024**.

Scope of Work Compliance

We understand that the scope of work includes, but is not limited to:

1. **Supply and delivery** of genuine, licensed Microsoft Office 2024 software.
2. Provision of the **required number of licenses**, as specified in the bid documents.
3. Ensuring compatibility with existing operating systems and infrastructure.
4. **Installation support and technical assistance**, if required.
5. Delivery within the stipulated timeline.
6. **Post-delivery support**, including activation, updates, and license management support.

We confirm our capability and commitment to perform all tasks and deliverables as required in the scope.

Technical Specifications Compliance

We confirm that the Microsoft Office 2024 licenses we propose to supply will meet or exceed the following.
Specification

		Compliance(Yes/No)		
		Standard	Professional	Mac
Product version	Microsoft Office standard 2024			
License type	Perpetual(required)			
License validity	Genuine and legally sourced			
Applications included	Word, Excel, Power Point, Outlook, One Note, Access(if required)			
OS Compatibility	Windows 10/11 and latest mac OS versions			
Expected last date for update support from Microsoft	Eligible for security updates and patches from Microsoft			
Installation support	Available on request			
Product key and activation support	Status			

Signature of Authorized Person with Company Seal

ANNEXURE-D

We do hereby accept the “General Terms & Conditions” as provided by the Jamia Hamdard, (Deemed to be a University) Hamdard Nagar, New Delhi 110062 along with the Tender documents for procurement of different software packages as stipulated in the NIT and also under take to supply the said software packages within the scheduled delivery period strictly as per the technical specification mentioned in Annexure A of Jamia Hamdard provided along with the tender documents, in the event of placement of any order on us. The University shall be at liberty to cancel the order in full or part, in the event of failure of the above declaration made by us.

Signature of the Bidder / Constituted Attorney.

DETAILS OF BIDDER

1. Name of Proprietor / Director /Authorized Signatory :
2. Name of the Participating Firm / Company :
3. Postal Address :
4. Telephone/Mobile No. :
5. Email :
6. Tin No. /GST :
7. Firm Registration No. :
(if any)
8. NSIC / MSME Registration No. If any :
9. PAN No. :
(Attach photocopy)
10. Name of the Directors/Partners/ Proprietor of the Firm/Company
11. Bank Account details for RTGS payment
 - a) Beneficiary Name
 - b) Bank name & Branch Address
 - c) Account Number
 - d) IFSC

(Signature with Seal)

BID SECURITY DECLARATION FORM

Date: _____

To

The Registrar
Jamia Hamdard, New Delhi 110062

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of **three years** from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
 - (i) fail or refuse to execute the contract, if required, or
 - (ii) fail or refuse to furnish the Performance Security, in accordance with the RFP terms.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signature of Authorized Person with Company Seal