

JAMIA HAMDARD

HAMDARD NAGAR, NEW DELHI - 110062

Telephone: 011-26059688-5374

TENDER DOCUMENT

FOR

**Comprehensive Annual Maintenance Contract (CAMC) of ROs
installed**

At

JAMIA HAMDARD

Submitted by:

Name:

Address:

Contact No:

Email ID:

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

TENDER NOTICE

15.10.2025

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 Jamia Hamdard for the below mentioned work. Tender Documents are attached herewith. Last date of submission of the Tender is 22.10.2025 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 1.

NAME OF WORK	Comprehensive Annual Maintenance Contract (CAMC) for 98 nos. ROs at Jamia Hamdard Campus.
ESTIMATED COST	Rs. 4.5 Lacs
EARNEST MONEY	Rs.9000.00 Demand Draft in favour of “Jamia Hamdard” New Delhi
TENDER COST	Rs.500/- Demand Draft in favour of “Jamia Hamdard” New Delhi
TIME PERIOD	Initially for one year further extendable for one year based on performance of successful bidder wh mutual consent.

The Tender duly filled should be dropped in the Tender Box kept in Purchase Section, Admin Block on or before 22.10.2025 **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 22.10.2025 **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 (CAMC) of 98 nos. of ROs capacities (25LPH-73 Nos.) and (50LPH-25 Nos.) which includes all parts like membrane, filters, pump, adopter, solenoid valve etc. except body. The quantum of work may be increased/decreased.

2. ELIGIBILITY CRITERIA

- 2.1 The tenderer should be Competent/Authorized service provider dealing in repair/servicing for Comprehensive Annual Maintenance Contract of ROs.
- 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 contacts 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 The bidder must have their office in New Delhi to provide an early service support.
- 2.4 Certified documents of having successfully completed similar works during the last 5 years as on 30.09.2025 should also 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.edu. 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, 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 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 DD of Rs 9000/- should be in favour of Jamia Hamdard. Tenders received without EMD will be rejected without assigning any reasons EMD mentioned in the tender document has to be submitted without fail. Tenders without EMD will be rejected. The EMD of unsuccessful tenderer will be returned after issue of work order to the successful tenderer.
- 4.4 The EMD of successful tenderer will be returned after submission of performance Bank Guarantee for the period of CAMC for @5% of the CMC award cost. In case of extension of CAMC the validity of Bank Guarantee must also be extended accordingly. The Bank guarantee of @5% must be submitted within 14 days from the award of CAMC.
- 4.5 *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.*
- 4.6 *Tenderer may quote their rate keeping in view the existing condition of the ROs as the CAMC will be with the existing condition. No extra payment will be made if any breakdown maintenance is observed/required in starting of CAMC.*
- 4.7 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.
- 4.8 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.
- 4.9 The Annual Maintenance Contract will be of comprehensive in nature and for a period of one year. Jamia Hamdard at its discretion may extend the CAMC on the same terms & conditions and charges for further a period of one year based on performance of the agency.
- 4.10 Minimum six services are to be done during the CAMC period. However, if required more services may be done by the vendor at no extra cost.
- 4.11 Only original spare parts/quality approved by the Jamia Hamdard will be permitted to be used for the maintenance during the CAMC Period.

- 4.12 The ROs covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor has to repair /service/ maintain the ROs under the CAMC in “as is where is condition” when handed over to them under CAMC.
- 4.13 Tenderer may quote their rate keeping in view the existing condition of the ROs as the CAMC will be with the existing condition.
- 4.14 **Payment Terms:** CAMC Charges will be paid on quarterly basis (end of every three months) of the CAMC period as per the actual. The actual number of ROs for which service has been rendered will be considered for making payment. 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.
- 4.15 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.
- 4.16 Rate Revision in the contract amount is not be permitted during the validity period of the contract for any reason.
- 4.17 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.
- 4.18 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.
- 4.19 The decision of the University will be final in case of any dispute arising in implementation of the terms of the contract.
- 4.20 The Service provider should submit the list of Universities/Govt. organizations/Institutions to whom supplies/service were made earlier.
- 4.21 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.
- 4.22 The Courts in Delhi alone shall have exclusive jurisdiction in respect of matters arising out of this Agreement & any such litigation.
- 4.23 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.
- 4.24 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.
- 4.25 The Contractor will have to hand over all the ROs in proper working/functional condition on completion of the CAMC period.

Cancellation of Contract in Full or in Part:

- 4.26 *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.

4.27 *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.*

4.28 Company/Vender should have local service support and service engineer. The complaints must be attended and rectified within 24 hours. If the complaints are not attended and rectified within 24 hours without any genuine reason, Jamia Hamdard may take the work through other service provider at the risk and cost of the Contractor.

4.29 Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.

4.30 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.

4.31 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.

4.32 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.

4.33 No compensation shall be payable to the contractor for any damage caused by rains lightning, 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.

4.34 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.

4.35 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.

4.36 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.

4.37 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.

4.38 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.

4.39 The Vendors whose near relatives'/blood relations are employed at Jamia Hamdard need not apply, and the same will not be considered.

4.40 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 CAMC of ROs of with different capacity.

S.No.	Description	Qty	Rate	Amount in Rs.
1.	RO with capacity 25LPH	73		
2.	RO with capacity 50LPH	25		
	Total without GST			
	GST Amount			
	Total including GST			

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