

# Comprehensive AMC various sizes of passenger lift (Make: Schindler)

## Installed at Nalanda University, Rajgir

### Notice Inviting Tender

NIT NO: NU/ENGG/01-AMC/2025-26/06

Dated-19.03.2026

1. Sealed Percentage Rate tenders (in e-tendering mode) are invited by the Nalanda University for the following work from eligible contractors in two-bid system in Permanent campus NU Rajgir, Bihar . Subsequent to the GeM bid No.-GEM/2026/B/7124129 dated 22.01.2026 followed by the representation from prospective bidders, regarding technical glitch on the portal. NO offer was received despite of repetitive calls on GeM. Therefore the same bid is being called through online portal to avoid the technical hassles and obtained online bid.
2. Tender document can be downloaded from the University's official website [www.nalandauniv.edu.in](http://www.nalandauniv.edu.in) or from <https://nalandauniv.ewizard.in> or <https://eprocure.gov.in/epublish/app>. Bidders are required to submit tender form fee of Rs. 1000/- (Rupees one thousand only) plus GST @ 18% along with their tenders in favour of Nalanda University payable at Rajgir Bihar.
3. The Tender shall be on two bid system, where techno-commercial details along with the proof of e-Tender processing fee along with all technical eligibility documents shall uploaded online in <https://nalandauniv.ewizard.in> portal under the packet named as "Technical Bid" and price bid shall be uploaded in to the packet named as "Price Bid".
4. The Competent Authority at Nalanda University shall have the right to reject any or all the tenders received and annul the entire tendering process without assigning any reason thereof or incurring any liability to the bidders.

Sl. No.	Description	Particulars
1.	Name of Work	Comprehensive Annual Maintenance Contract services to 16 nos. lifts(make-Schindler) installed in the premises of Nalanda University (Main campus), Rajgir
2.	Estimated Cost	Rs 11,89,440/-
4.	Portal Fee	As per E-wizard
5.	AMC Service	Initial one year a can be extended based on mutual consent.
6.	Last date & time for submission of bid	27.03.2026 at 03:00 PM
7.	Opening of Technical Tender	27.03.2026 at 03:30 PM

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Sl. No.	Description	Particulars
8.	Place of bid opening	Through online mode in <a href="https://nalandauniv.ewizard.in">https://nalandauniv.ewizard.in</a>
9.	Bid validity period	90 days from last date of submission of bids
10.	Officer inviting bids	On behalf of the Registrar, Nalanda University

The conditions mentioned on the GeM portal are summarized herewith:

1	Name of Work	Comprehensive Annual Maintenance Contract services to 16 nos. lifts installed in the premises of Nalanda University (Main campus), Rajgir				
2	Period of Work	One year				
3	Scope of work	<b>Sl. No.</b>	<b>Make</b>	<b>Location</b>	<b>No. of Lifts</b>	<b>Lift Capacity</b>
		1	Schindler (India Pvt. Limited)	Faculty Apartment, Main Campus, Nalanda University, Rajgir	16	884 KG, 13 persons

1. Preventive maintenance frequency: At least once per month with a complete report, and as required.
2. Monthly lift service, regular inspection & preventive maintenance of 13 Passengers 16 nos. lifts (Make: Schindler, 13 persons, 884 kg) with the following covering points, but not limited to.
  - a) The maintenance work of lift includes cleaning of the machine room / control panels / gear box/ all the doors / car top/field switch / push buttons/junction boxes / pit etc. at least once in a month and as per the OEMs recommendation.
  - b) Cleaning & functional checking and adjustments of field switches, door contacts, door sensor, push buttons and power connectors, drive unit monthly basis.
  - c) Replacement of spears, whenever it is necessary. Checking of tightness of all the controls, power cables and terminals.
  - d) Replacement/checking of gear box oil, lubrication of pulleys, guide rails, greasing of motors as per requirement, checking the tightness of lifting rope of both car as well as the counter weight.
  - e) Battery checking - If it is necessary to replace the battery after an engineering inspection and approval of the university Engineer-In charge
  - f) Checking governor and its safety devices.
  - g) Checking and adjustment travel properties of the lift installation especially of their stopping accuracy.
  - h) Visual and functional check of switches, display, lighting equipment, battery and other safety equipment.
  - i) Checking of all the doors and its landing locks.
  - j) Check for emergency alarm circuit of lift, confirm its healthiness and report to the user department for the corrective action taken there on.
  - k) The OEM & standard applicable and safety guideline.
3. Breakdown Maintenance – As per the complaint received from End user.
4. Service Provider is to service, maintain and repair of 13 passengers lifts (16 nos.) make Schindler and all service necessary in maintenance of lift.

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5. The Annual Maintenance Contract is comprehensive including repair and replacement of defective parts, no separate bills will be submitted by the service provider for any hardware, software and other items repairing or replacement pertaining lift.
6. Successful Bidder will be responsible for the complete, comprehensive maintenance of lift, providing assistance to the personnel in understanding and operating the systems.
7. Diagnose the faults and rectify the defect within 24 hours. Repair / replace the faulty part with same or more superior branded spare parts within 24 hrs, no spare or the quality will not be dependent on the University (NU).
8. Preventive maintenance should be done on monthly basis and report of the same is required to be submitted to the Executive Engineer (Electrical), Nalanda University.
9. The Service Provider should have minimum three years of experience in installation & maintenance of lift.
10. The bidder in case of authorised service provider, should submit certified copy of Shop & Establishment License and OEM certificate. In case of OEM, Bidder will provide all details of shop & establishment.
11. The Service Provider should have sound technical support staff for attending to the complaints within 24 hours.
12. Certificate of experience for having handled similar job shall be submitted.
13. The service provider should not be blacklisted by any PSU / Banks / Govt. Organizations. Self-declaration should be submitted by the authorized official of the company.
14. The work consists of Comprehensive Maintenance and repair of lift installed at NU in accordance with technical specifications, terms and conditions mentioned in bid document.
15. Conditional / Unsolicited bids shall not be considered.
16. It shall be ensured that the spare parts / items used for repair and maintenance are fault free i.e. free from material, workmanship and manufacturing defects. The goods supplied shall be of the highest quality, consistent with the established and generally accepted standard.
17. Interested Bidders / Parties / Firms should visit Nalanda University, Rajgir and inspect the lift installed before submitting the bid.
18. The NU administration will not be responsible for any loss or damage to Service Provider's materials, equipment, tools, etc.
19. No other person except contractor's / Service Provider's authorized representative shall be allowed to enter the office premises.
20. The prices quoted in the bid should be inclusive of all taxes and cost of Comprehensive Maintenance service, repair / replacement of parts, other changes etc. The Service Provider should quote the prices for providing complete annual maintenance.
21. Offers vaguely described or incomplete offers are liable to rejection.
22. The payment against Annual Maintenance contract shall be made quarterly after the submission if invoice and work having been found satisfactory. No advance payment shall be made.
23. NU (Nalanda University) reserves the right to reject any or all bids at any time without assigning any reason.
24. NU taking note of overall facts and circumstances can change, add and relax any of the terms and conditions of this tender notice.
25. The contract will be for a maximum period of one year and NU reserves the right to extend the contract further, subject to satisfactory performance of the contractor upon mutual consent.
26. Penalty Clause:  
If the AMC service provider:
  - I. Fails to adhere to the prescribed schedule of routine and preventive maintenance; then a penalty at the rate @2% of cost per month per lift of the contract value.

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- II. Fails to resolve faults/issues due to non-availability of repairs, spares, consumables, or any other reason, resulting in the system remaining under breakdown for more than 48 hours, then a penalty at the rate of Rs. 250 per day per machine (Lift) shall be levied for the period of downtime beyond 48 hours.
27. If any complaint is lodged by NU through E-mail/Telephone for any defects in the lift, the defects shall have to be attended within 24 hours. In case of urgency, this shall have to be attended to even after the normal working hours without any extra claim. The Engineer-in-charge shall keep up to date record for the comprehensive maintenance services done or attended to by the OEM / Authorized agency.
28. NU reserves the right to terminate the contract at any time after giving due notice to the contractor in the event of unsatisfactory services or breach of contract in any respect.

Note: - Before submitting the bids it is in the interest of the bidder to conduct detailed inspection of the Lift at Nalanda University (NU).