

National University of Study and Research in Law, Ranchi

Ref: NUSRL/RNC/2026/0060 (A)

DATE: 09-02-2026

Annual Maintenance Contract (AMC) for Air Conditioners

The National University of Study and Research in Law, Ranchi (NUSRL) invites sealed tenders from reputed and eligible firms/companies for the **Annual Maintenance Contract (AMC) of Air Conditioners** installed at the University.

1. Submission of Tender

- Interested parties may submit their offers in a **sealed cover** addressed to the **Registrar, NUSRL, Ranchi**.
- The tender must be submitted **on or before 23rd February 2026, up to 5:00 P.M.**
- Each tender must be accompanied by:
 - **Tender Fee** of Rs. 1,000/- (non-refundable) payable by Demand Draft in favour of “*NUSRL, Ranchi*”, payable at Ranchi.
 - **Earnest Money Deposit (EMD) / Security Deposit** of Rs. 20,000/- payable by Demand Draft in favour of “*NUSRL, Ranchi*”, payable at Ranchi.

2. Submission Format

- Offers must be submitted in **two separate sealed envelopes**:
 - **Envelope I (Technical Bid)**: Profile of the firm, credentials, and supporting documents and Tender fee and EMD DD.
 - **Envelope II (Price Bid)**: Financial offer.
- Each envelope must be clearly marked on the top as “*Technical Bid*” or “*Price Bid*”.

3. Opening of Tender

- The tenders will be opened on **26th February 2026 at 3:00 P.M. onwards** in the office of the Registrar.
- Tenderers or their authorized representatives are permitted to be present at the time of opening.

4. Scope of Work

- The AMC shall cover all air conditioners installed at NUSRL Ranchi, including **split units, window units, cassette units, and central systems (if any)**.
- Services shall include:
 - Routine maintenance and preventive checks.
 - Repair/replacement of defective parts.
 - Emergency breakdown support.
- Cleaning of filters, coils, and condensers, system must be carried out at **every quarter**.

5. Duration of Contract

1. Validity of Agreement

- The AMC shall remain valid for a period of **three (3) years** commencing from the date of signing the agreement.

National University of Study and Research in Law, Ranchi

- Continuation after each year shall be subject to **satisfactory performance**, reviewed and approved by the Competent Authority.
- 2. **Extension of Contract**
 - The University reserves the right to extend the contract annually, based on satisfactory performance.
- 3. **Performance Review**
 - Annual evaluation will be based on:
 - Timely completion of maintenance and repair work.
 - Quality of service provided.
 - Compliance with reporting requirements and use of approved parts/accessories.
 - The University's decision shall be **final and binding**.

6. Service Obligations

- Breakdown service must be attended to within **8 hours** of complaint reporting.
- All parts and accessories used for repair must be of the **same brand and specification** as the original equipment.
- During major functions/events of the University, the company must provide **on-the-spot service support**.
- A **fortnightly report (every 15 days)** on the condition and performance of the air conditioners must be submitted.

7. Technical Qualification Details

To be eligible, bidders must fulfill the following:

1. **Experience & Expertise**
 - Minimum **3 years of experience** in AMC services for air conditioners in government institutions, universities, or reputed organizations.
 - Documentary evidence of past contracts must be submitted.
2. **Service Infrastructure**
 - Functional service center in Ranchi or nearby.
 - Equipped with trained technicians, tools, and diagnostic equipment.
 - Availability of genuine spare parts of the same brand.
3. **Manpower Requirements**
 - Qualified and certified technicians for split, window, cassette, and centralized systems.
 - List of technical staff with qualifications and experience must be enclosed.
 - Staff must be available for emergency breakdowns within 8 hours.
4. **Compliance & Certifications**
 - Authorized service provider/dealer of relevant brands (if applicable).
 - Copies of authorization letters, dealership certificates, or OEM approvals must be enclosed.
 - Compliance with safety standards, environmental regulations, and energy efficiency norms.
5. **Reporting & Documentation**
 - Maintain proper service records, preventive maintenance logs, and repair details.
 - Fortnightly reports must be submitted and signed by the University's designated officer.

National University of Study and Research in Law, Ranchi

- Self-declaration confirming the bidder is **not blacklisted** by any government department/PSU.

8. Payment Terms

- Payment shall be made on a quarterly basis upon submission of service reports and satisfactory performance certification.
- No advance payment shall be made.
- Taxes, if applicable, shall be deducted as per Government norms.

9. Compliance and Penalties

- Failure to attend breakdowns within stipulated time may attract a penalty of up to 5% of the quarterly payment.
- Use of substandard or non-original parts will lead to termination of the contract and forfeiture of payment.
- The University reserves the right to terminate the contract at any time in case of unsatisfactory service.

10. Addition or Deletion of Units

- If new air conditioner units are installed during the contract period, the work order value shall be **revised accordingly**.
- If any units are removed or decommissioned, the work order value shall be reduced proportionately.
- Revision shall be based on the **per-unit rate quoted and approved** in the tender.
- All changes must be formally communicated and acknowledged by the service provider.

11. General Conditions

- All technicians deployed must be qualified and experienced.
- The service provider shall be responsible for any damage caused during maintenance.
- The University reserves the right to amend, modify, or add conditions to the AMC as deemed necessary.

12. Eligibility Preference

- Preference will be given to companies operating through **authorized service centers**.

13. Rights of the University

- The University reserves the right to reject any bids, including those of bidders who fail to comply with instructions, without assigning any reason.
- The University does not bind itself to accept the lowest or any specific bid.
- The decision of the University in this regard shall be final and binding.

National University of Study and Research in Law, Ranchi

Specifications of Air Conditioners for Annual Maintenance Contract

S.N.	Brand	Type of AC	Refrigeration Capacity in Ton	No of Air Conditioners	Location
1	Hitachi	Cassette	2	01	V.C office
2	Hitachi	Ductable	5.5	32	Lt-1 to lt-16
3	Hitachi	Ductable	5.5	01	Conference Hall
4	Hitachi	Ductable	5.5	12	Plenary Hall
5	Hitachi	Split	2	1	Dispensary
6	Hitachi	Split	2	1	Registrar Cell
7	Hitachi	Split	2	2	Guest House
8	Hitachi	Split	2	8	Faculty Chambers
9	O'General	Split	2	9	CCR/Library Reading Room
10	Hitachi	Split	2	10	CR5 & CR3, Reading Room IT room Electric Room Chief warden room (2 no.)
			Total	77	

Note : Numbers of Air-conditions may increase

National University of Study and Research in Law, Ranchi

Technical Bid

Profile of the Tenderer

(For Annual Maintenance Contract of Air Conditioners)

1. **Name of the Firm:**
2. **Name of the Owner/Proprietor of the Firm:**
3. **Registered Address of the Firm:**
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.....
4. **Telephone No.:** **Mobile No.:**
5. **Demand Draft (Tender Fee):**
 - DD No.:
 - Date:
 - Bank:
6. **Demand Draft (Earnest Money Deposit – EMD):**
 - DD No.:
 - Date:
 - Bank:

Mandatory Documents to be Attached

1. Copies of **Income Tax Returns** for the last three financial years.
2. Copy of the **PAN Card** of the Proprietor/Partner/Company.
3. Copy of **GST Registration Certificate**.
4. Details of **experience in similar works**, supported by documentary evidence (work orders/completion certificates).
5. Proof of **annual turnover exceeding Rs. 10 lakhs** in similar work, duly certified by a Chartered Accountant.
6. Copies of authorization papers of **authorized service centers** (if any).
7. A **self-declaration** stating that the bidder has not been blacklisted by any government department or public sector undertaking.

Declaration

I/We hereby declare that the information provided above is true and correct to the best of my/our knowledge and belief. I/We understand that any false information or misrepresentation may lead to rejection of the bid.

Signature of the Tenderer:

Name & Designation:

Seal of the Firm: **Date:**

(Financial Bid)

National University of Study and Research in Law, Ranchi

S.N.	Brand	Type of AC	Refrigeration Capacity in Ton	No of Air Conditioners	Offer price Per Unit (Inclusive all taxes) (Rs.)	Office Price Inclusive all taxes Total (Rs.)
1	Hitachi	Cassette	2	01 no.		
2	Hitachi	Ductable	5.5	45 nos.		
3.	Hitachi	Split	2	31 nos.		
			Total	77 nos.*		
	Any other items					
			Total including All			

*NOTE: *Total number of Air condition may be increase/ decrease*

Signature of Tenderer