



पूर्वोत्तर आयुर्वेद एवं होम्योपैथी संस्थान
North Eastern Institute of Ayurveda and Homoeopathy (NEIAH)
(भारत सरकार, आयुष मंत्रालय के अधीन एक स्वायत्त संस्थान)
(An Autonomous Institute under the Ministry of AYUSH, Government of India)
माउडियांडियां, शिलांग, मेघालय-793018
Mawdiangdiang, Shillong, Meghalaya-793018

NIT No. COS-13012/1/2024-Electrical Branch/

Dated: 10/02/2026

INVITATION FOR TENDER/BIDS

Tenders is invited from OEM/ OEM Authorized Service Provider for the work “**One time repair and Annual Maintenance Contract of 04 Schindler Lifts at NEIAH, Mawdiangdiang, Shillong, Meghalaya**”.

IMPORTANT DETAILS:-

| | |
|---|--|
| Name of Work | One time repair and Annual Maintenance Contract of 04 Schindler Lifts at NEIAH, Mawdiangdiang, Shillong, Meghalaya |
| Estimate cost of work | ₹ 4,42,621 /- (Approx.) |
| Last Date and Time for receipts of tender/bid offline | Wednesday, 14.30 hours of 4th March, 2026 |
| Date of opening of Bids/Tender | Thursday, 15.00 hours of 5th March, 2026 |
| Address of Communication | The Director North Eastern Institute of Ayurveda & Homoeopathy Mawdiangdiang Shillong, Meghalaya-793018 |
| Earnest Money deposit (EMD) | ₹ 8,852/- |

Tender document is also available in the Institute's website at www.neiah.nic.in

Signature Not Verified

Digitally signed by Joshua Blah
Date: 2026.02.10 11:45:19 IST
Location: eProcure-EPROC Page | 1

SCOPE OF WORK

1. ONE-TIME REPAIR OF 04 LIFTS IN NEIAH SHILLONG:

- One time inspection and repair of the all the 04 lifts of NEIAH Shillong i.e 04 Service provider lifts are sought to be done through the OEM/OEM Authorized Service Provider having experience in repairing and maintenance of Schindler lifts.
- The Service Provider, before submitting their bid is required to visit the site and do a thorough inspection of all the 04 lifts in question and assess the quantum of work required to commission lifts, before starting the AMC.
- Upon assessment, the Service Provider shall quote the amount, inclusive of all statutory taxes, required for repairing all the lifts along the annual rate of the AMC for the 04 lifts.
- The repair of the lifts should be done through OEM recommended service procedures and the items replaced during the process should be genuine part of the respective OEM.
- All repair and maintenance work in the 04 lifts must ensure conformity to various parts of the **IS 17900**.
- Upon completion of repair works and commissioning of lift, due report is to be submitted to NEIAH Shillong stating the completion of work and commissioning of the same, duly signed by the Service Provider.
- Once the formal intimation is made to the institute, the service provider shall commence with Annual Maintenance Contract through a formal letter to the institute stating the commence of AMC.

2. REPAIR AND REPLACING PART DURING REPAIRING:

The Service Provider must repair or replace any parts essential for the functioning and safety of the machine upon confirming the non functionality of the item by the Service Provider and NEIAH. Parts should be arranged and fixed by the Service Provider. The replaced parts should be a genuine product of the OEM of the lift in concern. Change of parts with non-genuine parts shall not be accepted. The replaced item shall be the property of NEIAH Shillong and must be submitted to the after the replacement. Consent for replacing the damaged item shall be obtained from the authorities of NEIAH beforehand.

3. COMPLETION OF TEST FOR IDENTIFICATION OF THE LIFT SPECIFIC PROBLEMS:

Before the start of repair work, the service provider shall minutely examine non functionalities pertaining to the safety devices, ARDs, batteries, electrical panels and governor of lifts and submit requisite report to the Institute.

4. WORK SCHEDULE

All work and maintenance services are to be done by the Service Provider during normal working hours on office working days, except Gazetted Holiday.

The engaged personnel attending to the services shall intimate the engineer-in-charge about working hours of the personnel.

1.1. SCOPE OF WORK UNDER ANNUAL MAINTENANCE CONTRACT

The Service Provider shall regularly check, inspect, and preventatively maintain the installation(s) and to perform the repair work required therein.

- Inspection and Preventative Maintenance:

While observing IS14665, 14671, 15785:2007 & relevant applicable state rules SERVICE PROVIDER performs on the elevator installation(s) regular inspection and preventive maintenance.

This comprises:

- i. Functional checking and adjustment of the drive unit, means of suspension, gearbox, brakes, traction sheave and drum, ropes, deflector sheave, hoistway doors, and guiderails of the elevator installation(s).
- ii. Greasing the aforementioned subassemblies to the extent appropriate for the use made of the elevator installation(s).
- iii. Checking and adjustment of the travel properties of the elevator installation(s), especially of their stopping accuracy.
- iv. Visual and functional check of the switching, control, monitoring, and other safety equipment, and of the display and lighting equipment.
- v. Checking of the elevator installation(s) for functioning and damage.
- vi. Checking the oil level of the drive unit to the extent required to preserve their functioning, cleaning the aforementioned subassemblies of the elevator installation(s) of dirt originating within the installation.
- vii. cleaning the machine room, car roof, and dry hoistway pit of dirt originating within the installation. Lubricating of guide rails and wire ropes will be carried out by Housekeeping team

- IoT Device

- i. In case equipment under this contract is provided with IoT device to improve on uptime by correcting minor errors remotely. Wherever mobile network is not available, this IoT device to be supported with internet connectivity which is to be provided by Customer / owner. Customer consents to avail this feature and authorizes Service provider to remotely reset / access the equipment for providing service and addressing breakdowns which are capable of being corrected remotely.

- Repairs & Replacement

SERVICE PROVIDER are required to repairs or replaces following parts which have become unusable through wear, at no additional cost, in order to ensure the safety in accordance with the legal regulations for elevators:

- i. VF drive unit, Automatic rescue device , car and landing door shoe liners, contacts, switches, door operator motor, drive belts, coupler unit, door safety sensors, emergency alarm unit, door drive unit, car and landing call registration buttons and all electronic PCBs etc which are essential for the smooth functioning of the lifts.

- ii. SERVICE PROVIDER should periodically examine, lubricates, adjusts and as needed repairs or replaces the covered components listed above. Also faulty emergency lamps in the car will be replaced during regular inspection and preventive maintenance of the elevator installations.
- iii. At regular intervals SERVICE PROVIDER changes the oil in the drive unit(s) of the elevator installation(s) according to the manufacturer's instructions and properly disposes of the old oil in consultation with the Institute.

GENERAL TERMS & CONDITIONS

1. CONTRACT PERIOD & LIABILITIES:

- The validity of the repair and re-commissioning of the lift is one (01) month calculated from the dated of award of work.
- Whereas, the validity of the Annual Maintenance Contract for the aforesaid work of 01 (one) year calculated post the intimation of completion of the above repair work..
- Failing to comply by the timeline shall be liable to attract penalty, as mention in point 7.
- The amount quoted by the bidder should be inclusive of repair of all components inclusive of electrical and mechanical parts including the annual rate of AMC.
- After completion of repair work, designated officials of NEIAH Shillong shall inspect all the lifts, based on whose report, handover would be taken by NEIAH.
- Upon handover, the service provider shall commence the AMC for a period of 01 year. Failing to commence the AMC would result in forfeiting of Performance Security.
- NEIAH Shillong shall not be liable for the defect in the lifts arising after commissioning of the lifts and that the service provider shall be accountable for the maintenance and upkeep of the Lifts.

2. GENERAL TERMS & CONDITIONS:

- All defective parts should be replaced with genuine OEM part.
- Service Provider should carry out the repair by respective OEMs.
- The bidder, at the time of bidding, must submit valid trading license issued by KHADC, The bidder has to submit valid Trading License or any other relevant document for exemption.

3. BID ESTIMATE VALUE

- The bid estimated value is **Rs. 4,42,621/-** (Rupees Four Lakhs Forty Two Thousand Six Hundred Twenty One only).

4. EARNEST MONEY DEPOSIT:

- The bidders are mandatorily required to submit EMD against their tender of an amount equivalent to 2% of the bid estimated value. The EMD may be submitted in the form of Demand Draft or Fixed Deposit.

- The EMD should be pledged in favour of “The Director, North Eastern Institute of Ayurveda and Homoeopathy (NEIAH) Shillong” payable at Mawdiangdiang, Shillong.

5. PERFORMANCE SECURITY:

- The successful bidder in the tendering process is required to mandatorily submit Performance Security of an amount equivalent to 5% of the quoted amount of their bid (inclusive of taxes) and should be pledged in favour of “The Director, North Eastern Institute of Ayurveda and Homoeopathy (NEIAH) Shillong” payable at Mawdiangdiang, Shillong.
- The Performance Security may be submitted in the form of Fixed Deposit or Demand Draft or Bank Guarantee.
- The validity of the Fixed deposit/bank guarantee should be of 14 months.

6. PAYMENT TERMS

- The payment against the repair work shall be made after commissioning of the work and submission of tax invoices.
- No advance payment of any sort will be paid to the successful service provider.
- No additional payment, of any sort, shall be paid to the service provider over an above the quoted rate.

7. PENALTY TERMS

- The Service Provider is to ensure timely completion of work, failing which suitable penalty shall be imposed on the service provide.
- If the service provider fails to complete the commissioning of lift within 01(one) month from the date of award of work, a penalty amount equivalent to 0.5% of the quoted amount would be deducted from the final bill for every day of delay beyond the stipulated 01(one) month.
- The Institute, upon completion of 01 month, shall intimate the service provider of the pending work and start calculating the penalty associated therein.

8. OEM AUTHORISATION

The bidder intending to tender their bid for the mentioned work must have authorisation from the Original Equipment Manufacturer i.e Schindler India Pvt. Ltd. to participate in the bid.

Authorisation from OEM is sought keeping in mind the adherence to the procedures recommended by the OEMs for maintenance and repair of respective lifts.

Furthermore, OEM authorisation shall ensure that the items replaced during repair job shall be genuine and no 3rd party parts are used which may compromise the safety of the functioning of the lift.

9. LEGAL JURISDICTION

The agreement for work shall be deemed to have been concluded in Mawdiangdiang Shillong, Meghalaya and disputes, if any, arising out of the contract will be referred to courts having jurisdiction over Shillong.

DETAILS & DESCRIPTION OF THE LIFT

| Sl. No | Description of Lift | Make/OEM | Units | Year of Handover |
|---------------|---|------------------|--------------|-------------------------|
| 1 | Location: Guest House, NEIAH Capacity: 13 person (884 kg) No. of Floors: G + 4 | Service provider | 2 | 2024 |

| | | | | |
|---|---|------------------|---|------|
| 2 | Location: Boys Hostel, NEIAH Capacity: 13 person (884 kg) No. of Floors: G+ 3 | Service provider | 1 | 2023 |
| 3 | Location: Girls Hostel, NEIAH Capacity: 13 person (884 kg) No. of Floors: G+ 3 | Service provider | 1 | 2023 |

FORMAT FOR FINANCIAL BID

| Sl. No. | Description of work | Detailed Location of Lifts | Quantity | Quoted amount (in rupees) incl. taxes. |
|--|--|--|----------|--|
| 1 | One time repair and Annual Maintenance Contract of 04 Lifts in NEIAH Shillong | <ul style="list-style-type: none"> • Guest house (2) • Boys Hostel (1) • Girls Hostel (1) | 4 | |
| TOTAL AMOUNT (in Rupees) inclusive of taxes | | | | |

BIDDER

SIGNATURE & SEAL OF