

**INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI
GUWAHATI – 781039, ASSAM**

**Phone : (0361) 2582064, 2582074 : Fax : (0361)
2692771**



TENDER DOCUMENT

NIT No. IITG/IPM/NIT/R/2025-26/57 dated: 14.10.2025

NAME OF WORK

**“Comprehensive AMC of 164 Nos signature RFID
VINGCARD door locks installed in the rooms of
Guest House No-II in IITG Campus”**



INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

Guwahati – 781039, Assam

Phone: (0361) 2582064, 2692074 : : Fax : (0361) 2692771 , 2690762

Date:.....

Detailed NOTICE INVITING TENDER for the work **“Comprehensive AMC of 164 Nos signature RFID VINGCARD door locks installed in the rooms of Guest House No-II in IITG Campus”** vide NIT No. **IITG/IPM/NIT/R/2025-26/57** dated: **14.10.2025** issued to:

Shri / M/s

Address.

.....

.....

HOS (Maintenance)



INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

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NOTICE INVITING TENDER

NIT No. IITG/IPM/NIT/R/2025-26/57 dated: 14.10.2025

Sealed tenders in single-bid system are invited from experienced & competent contractors for the following works at IIT Guwahati campus:

1	Name of works	Comprehensive AMC of 164 Nos signature RFID VINGCARD door locks installed in the rooms of Guest House No-II in IITG Campus.
2	Estimated Cost	Rs. 4,37,932.00
3	Cost of Tender Paper	Rs. 500.00 (NON-REFUNDABLE)
4	Earnest Money	Rs. 8,760.00
5	Date of availability of tender paper in IITG website	From 26.11.2025 at 04:00 PM
6	Last Date & time of submission of tender	Upto 02:00 P.M on 03.12.2025
7	Period of contract	1 (One) year from the date of handling over the site.
8	Date & Time for Tender Opening	At 3:00 P.M on 03.12.2025

9. Qualifying criteria for issue of Tender Document :

1. The bidders should be registered in any Govt./ Semi Govt. Department/ Govt. Autonomous Body.
2. Should have experience in the execution of similar AMC of RFID door lock systems work of successful completion of any one of similar works- (i) One work value not less than Rs. 3.50 Lacs (ii) two works value not less than Rs. 2.19 Lacs (iii) Three works value not less than Rs. 1.75 Lacs during preceding 7 (Seven) years in any institute/organization/Hotel (Work order and completion certificate to be submitted along with the tender)
3. Copy of PAN card & GST Registration certificate.
4. Average annual turn-over in any one year of the last three (3) years should be at least Rs 2.19 lacs .
5. The bidder must be an authorized service partner / dealer of VingCard / ASSA ABLOY. The bidder must submit authorization certificate from OEM.
6. Registered Local Office: The contractor should have a registered local office at Guwahati. The office address, Fax no, e- mail Id, Phone no of the office to be submitted along with the tender. The name of the contact person and his mobile number also to be submitted.
7. Declaration regarding correctness of information in affidavit (as per Form-“E”) : Original copy should be submitted on or before the last date and time of submission of tender.

10. Download of Tender Document:

- Tender document shall be downloaded from IITG website (www.iitg.ac.in) only.
- Any further clarification including corrigendum, addendum, amendments, time extension etc. to the above tender will be posted in the website only. Bidders should therefore regularly visit the website www.iitg.ac.in

11. Submission of Completed Tender:

The Original tender copy duly completed and signed on each page should be submitted in the office of the IPM Section, Estate building, IIT Guwahati along with the offer along with the following documents:

- (i) Self-attested copies of all the qualifying documents as state above along with Pan No. (Income Tax) and GST.
- (ii) Cost of tender paper of amount **Rs. 500.00** (Rupees Five Hundred Only) as a (non-refundable) in the form of **Demand draft / Banker's cheque** in favour of 'IIT Guwahati' payable at 'Guwahati'.
- (iii) **Earnest money** of amount **Rs. 8,760.00** (Rupees eight thousand seven hundred sixty only) in the form of **Demand draft / Banker's cheque** in favour of 'IIT Guwahati' payable at 'Guwahati'.
- (iv) Any Tender without **EMD & Cost of Tender paper** and the above relevant documents shall be considered incomplete and shall be rejected without any further communication.

12. IIT Guwahati reserves the right to not issuing tender papers to any contractor engaged in one or more ongoing works in the IITG Campus, if in the opinion of the Institute, the progress of the ongoing works of the contractor has not been found satisfactory and they will not be able to handle a new work till the completion of their ongoing work(s). IITG also reserves the right to accept or reject any or all applications for issue of tender document without assigning any reason thereof.

13. The download and submission of tender paper by a contractor does not automatically mean the tenderer is considered qualified for the price part of the bid. Price bid of only those bidders who fulfill all the requirements given here in above shall be considered.

14. The acceptance of tender will rest with the authority of IIT Guwahati who does not bind itself to accept the lowest tender and reserves in itself the right to reject any or all the tenders received without assigning any reason thereof. The work may be allotted in part or whole at the discretion of competent authority of the Institute.

15. For all clarifications regarding site conditions, items of works or any other related matters to the tender, HOS (Maint) may be contacted during office hours on all working days.

16. In case, the day of submission of the tender happens to be a holiday on account of Govt. notification and tender cannot be received or opened; the tender shall be received and opened on the next working day at the same times.

17. The tender document shall be submitted at the designated place before the last date and time as per NIT. IIT Guwahati is not responsible for any delay on the part of postal department or Shipping agencies.

18. Only one authorized person(s) shall be permitted to attend tender opening. All the bidders shall send their representative(s) to attend tender opening with proper authorization during opening of the tender.

HOS (Maintenance)

Special Terms & Conditions

NIT No. IITG/IPM/NIT/R/2025-26/57 dated: 14.10.2025

1. Rates shall be quoted in the Bill of Quantity (BOQ) furnished in figures and in words. If there is any variation between the rates quoted in figures and rates quoted in words, the rates quoted in words shall be considered..
2. The rate shall be firm up to the completion of work. No price escalation will be paid on any account.
3. The scope of work shall cover complete preventive and corrective maintenance, servicing, and repair/replacement of all defective components of the VingCard Signature RFID Door Lock Systems, including both mechanical and electronic parts.
4. **Duration of the Contract:** The contract is initially for a period of 1 year. The contract will be reviewed yearly, and may be extended for a maximum period of two more years.
5. **Termination of contract:** The customer has the right to terminate the contract within the contractual period by giving in writing 30 days notice. Contractor may revoke the agreement by giving 90 days written notice to the Customer, with valid reasons.
6. The rate shall be inclusive of all taxes, Royalty, loading, unloading and transportation etc. of all the materials to work site at IITG campus, Guwahati-39.
7. All the pages of the tender document shall be signed and dated at the lower right hand corner by the tenderer or by a person holding power of attorney authorizing him to sign on behalf of the tenderer before submission of the of the tender.
8. The documents submitted along with the application for tender in respect of Experience, registration will be verified by the Institute with respect to that stated in the NIT for qualifying for the tender. If after verification any such data/ information are not found true or has attempted to conceal any unfavorable data/ information, his/her tender shall be summarily rejected.
9. The owner reserves the right to take inputs regarding performance of a bidder on any similar work (on-going or completed) from a client whether disclosed in the tender or not. If any such report from the client is found to be unsatisfactory, the tender is liable to be rejected.
10. Any tender submitted without the documents mentioned above will be considered as incomplete tender and the tender will be rejected for which no communication will be made.
11. The contractor shall arrange all the plants, equipment's, machineries etc. required for the works for which no extra charges will be paid.
12. The contractor will arrange for water and electricity at his own. However, the institute may provide electricity on the request of the contractor and under the terms and conditions fixed by the institute.
13. Any abnormal rate quoted in the tender will summarily be rejected for which no communication will be made.
14. Care shall be taken by the contractor to avoid damage to any part of the building or its finishing. He/they shall be responsible for repairing all damages and resorting the same to their original finish at his own cost. He / they shall also remove at his own cost all unwanted wastage and materials arising out of his work from the site.
15. **Payment of Bills:** Payment shall be made quarterly after satisfactory completion of preventive maintenance and submission of service reports. No advance payment shall be made. Penalties, if any, shall be deducted from the due payment.

16. Performance Guarantee: Performance Bank Guarantee (PBG):

- i. The successful bidder shall submit an irrevocable Performance Guarantee of 3% (Three percent) of the tendered amount in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract agreement, (not withstanding and/or without prejudice to any other provisions in the contract) within 15 days from the date of issue of letter of acceptance. This period can be further extended by the Engineer-in- Charge on written request of the contractor stating the reason for delays in procuring the Performance Guarantee, to the satisfaction of the Engineer-in-Charge. This guarantee shall be in the form of Banker's Cheque of any scheduled bank/Demand Draft of any scheduled bank/Pay Order of any scheduled bank or Government Securities or Fixed Deposit Receipts or Guarantee Bonds of any Scheduled Bank or the State Bank of India in accordance with the form annexed hereto. In case a fixed deposit receipt of any Bank is furnished by the contractor to IITG as part of the performance guarantee and the Bank is unable to make payment against the said fixed deposit receipt, the loss caused thereby shall fall on the contractor and the contractor shall forthwith on demand furnish additional security to IITG to make good the deficit.
- ii. The Performance Guarantee shall be valid up to the stipulated date of completion plus minimum 12 months beyond that. To cover the defect liability period of 12 months of the work, the Performance Guarantee shall be retained as Security Deposit. The same shall be returned after expiry of the defect liability period without any interest.
- iii. The Engineer-in-Charge shall not make any claim under the performance guarantee except for amounts to which IITG is entitled under the contract (not withstanding and/or without prejudice to any other provisions in the contract agreement) in the event of:
 - a) Failure by the contractor to extend the validity of the Performance Guarantee as described herein above, in which event the Engineer-in-Charge may claim the full amount of the Performance Guarantee.
 - b) Failure by the contractor to pay IITG any amount due, either as agreed by the contractor or determined under any of the Clauses/Conditions of the agreement, within 30 days of the service of notice to this effect by Engineer-in-Charge.
- iv. In the event of the contract being determined or rescinded under provision of any of the Clause/Condition of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of IITG.

Clause No. 16 (i) to (iv) shall supersede clause no. 19.1 & 19.2 of the General Conditions of Contract.

17. Penalty Clause: If any VingCard Door Lock remains non-functional for more than 3 (three) days from the date of logging of complaint, a penalty of ₹3 (Rupees Three only) per lock per day shall be imposed until the lock is restored to working condition. The total penalty amount shall be deducted from the contractor's Running Account (RA) Bill or final bill, as applicable.

18. Furnishing Fraudulent Information/Document

- a) If, at any stage of the tendering process or during the currency of the contract, it is found that the Bidder has submitted any document(s) which is/are forged, false, misleading, or contains misrepresented facts, such Bidder shall be disqualified from the current tender and shall be debarred from participating in any tender of

the Institute for a period of not less than three (3) years and up to five (5) years, at the discretion of the Competent Authority

- b) In such cases, the Earnest Money Deposit (EMD) submitted by the Bidder shall be forfeited without any further notice, and if any contract has already been awarded, the same shall be liable to be terminated immediately, with recovery of any dues, damages, or losses incurred by the Institute
- c) The Institute reserves the right to take further legal action, including but not limited to, initiation of criminal proceedings under relevant provisions of law.

19. All legal disputes will be subjected to jurisdiction of Gauhati High Court only.

20. All Specification of the work will be followed as per CPWD manuals or manufacturer specification.

21. If the lowest bid is below 10% of the estimate, additional security deposit of value by which the quote is below 10% of the estimate will have to be submitted by the bidder along with Performance Guarantee within 15 days from the date of issue of Letter of Intent offering the work. The security deposit shall be refunded immediately after completion work. In case, the lowest bidder is not able to submit the performance guarantee and the additional security deposit or fails to complete the work in the stipulated period of time. The offer will be cancelled and EMD and Additional Security deposit will be forfeited and the contractor will be debarred for 2 (Two) years from participating in the tenders floated by the Institute after issuing a show case notice.

22. Lowest quotes above 10% of the estimated cost will not be accepted in any case and fresh tender will be invited.

23. All other terms & conditions shall be as per provision of General Conditions of Contract followed by the institute.

HOS (Maintenance)

Scope of Work

Scope of Comprehensive AMC for VingCard Signature RFID Door Locks:

1. General Scope

The Comprehensive Annual Maintenance Contract (AMC) shall cover complete maintenance, servicing, and repair of all 164 Nos VingCard Signature RFID Door Lock Systems installed at the in the rooms of Guest House No-II in IITG Campus.. The contractor shall ensure that the entire locking system remains fully functional and operational at all times.

2. Coverage under Comprehensive AMC

The AMC shall be comprehensive in nature and shall include the following:

- Preventive maintenance of all door locks, including cleaning, inspection, lubrication, and testing of all mechanical and electronic components.
- Corrective maintenance involving repair or replacement of all defective components, both mechanical and electronic.
- Replacement of defective parts such as electronic boards, card readers, lock mechanisms, latches, handles, connectors, power modules, and any other components necessary to restore functionality.
- Battery replacement in all door locks at prescribed intervals or whenever required to ensure uninterrupted operation.
- Servicing and reprogramming of locks in case of software malfunction, communication failure, or error codes.
- Coordination with the main control software (Visionline / Vostio or equivalent) to ensure all locks are properly connected, synchronized, and responding in the network.
- Inspection and testing of RFID cards and encoder units used for programming and access management.
- Firmware updates and configuration adjustments to keep the system compatible with the latest software releases.
- Upkeep of system server / encoder / programmer units as part of the network integration system (if applicable).

3. Consumables and Spare Parts

The AMC shall be comprehensive, hence all spare parts, components, consumables (including connectors, motors, sensors, etc.) required for the repair or replacement shall be supplied by the contractor at no extra cost. And only batteries may be provided by IITG.

4. Response Time and Service Support

- The contractor shall provide on-call service within 24 hours of reporting of any fault.
- In case of a critical failure affecting guest room access or security, service shall be attended on priority (within 6 hours).

- The contractor shall maintain adequate stock of spare parts within the campus or locally to ensure minimal downtime.

5. Preventive Maintenance Schedule

Preventive maintenance shall be carried out once every quarter, and a detailed report of work done shall be submitted to the concerned authority after each service visit. Preventive maintenance shall include:

- Checking lock operation and battery voltage.
- Cleaning the reader module and contact surfaces.
- Verifying handle alignment, latch operation, and mechanical movement.
- Checking software communication and performing system tests.
- Verifying all emergency override functions.

6. Documentation and Reporting

The contractor shall maintain a service logbook indicating the date of complaint, nature of fault, rectification details, and signature of the user/official in charge.

A quarterly performance summary shall be submitted to the IPM Office for record and monitoring.

7. Penalty Clause

If any VingCard Door Lock remains non-functional for more than 3 (three) days from the date of logging of complaint, a penalty of ₹3 (Rupees Three only) per lock per day shall be imposed until the lock is restored to working condition.

The total penalty amount shall be deducted from the contractor's Running Account (RA) Bill or from the final payment, as applicable.

8. Exclusions (if any)

The AMC shall not cover physical damage caused by fire, theft, vandalism, or misuse. However, all repairs due to normal wear and tear shall be included.

9. Performance Guarantee

The contractor shall ensure that all locks are kept in good working condition. Failure to attend or rectify complaints within the stipulated period shall attract penalty as per contract terms.

10. Technical Specifications

Sl. No.	Item Description	Technical Specification
1	Make / Model	VingCard Signature RFID
2	Technology	13.56 MHz RFID, compatible with ISO 14443 A/B, ISO 15693
3	Power Supply	4.5 V DC (3×AA Alkaline batteries), life approx. 2–3 years
4	Lock Type	Electronic lock with motorized latch / deadbolt mechanism and panic release handle
5	Material / Finish	Stainless steel (SUS 304) escutcheon and lever handles
6	Reader Interface	RFID proximity reader with 3-color LED indication (Red/Green/Yellow)
7	Data Interface	Compatible with Visionline / Vostio software via ZigBee or PoE (optional)
8	Firmware / Software	Upgradable, compatible with Visionline / Vostio Management System
9	Operating Temperature	–25 °C to +70 °C
10	Certifications	UL / EN / BS Fire rated, FCC / CE compliant
11	Audit Trail	Built-in event logging (access, low battery, tamper)
12	Emergency Access	Mechanical override key provision
13	Finish Options	Satin Chrome / Polished Brass / Black Titanium (as existing)

11. Duration of Comprehensive AMC

The Comprehensive AMC shall be valid for a period of 01 (one) year, renewable on satisfactory performance and mutual consent for 2 more years.

PROFORMA FOR SUBMISSION LETTER OF BIDDING DOCUMENT
(TO BE SUBMITTED IN BIDDER'S OWN LETTER HEAD)

Ref no.

Date:

To,
The HOS, (Maintenance)
Indian Institute of Technology Guwahati
Guwahati – 39

Sub: Submission of tender for the “Comprehensive AMC of 164 Nos signature RFID VINGCARD door locks installed in the rooms of Guest House No-II in IITG Campus”.

Dear Sir,

I/we do hereby submit our tender for “Comprehensive AMC of 164 Nos signature RFID VINGCARD door locks installed in the rooms of Guest House No-II in IITG Campus” as per Notice Inviting Tender No. IITG/IPM/NIT/R/2025-26/57 dated: 14.10.2025. The rates quoted by me / us are for the whole supply work in accordance with Notice Inviting Tender and Terms & Conditions.

Name of the dealer/distributor:

Address for correspondence:

Signature of bidder with seal:

Date:

Contact Phone No –

Email ID:

Enclosure:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

Seal & Signature of Bidder

FORM 'A'
FINANCIAL INFORMATION

Financial Analysis – Details to be furnished duly supported by figures in balance sheet/ profit & loss account for the last three years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached).

Years

Year	2022-23	2023-24	2024-25
Gross Annual turnover on construction works ₹ in lakhs			
Profit / Loss.			

* The bidder should give information strictly in above format.

Signature of Chartered Accountant with Seal

Signature of Bidder(s).

FORM 'B'

DETAILS OF ELIGIBLE SIMILAR NATURE OF WORKS COMPLETED DURING
THE
LAST SEVEN YEARS ENDING PREVIOUS DAY OF LAST DATE OF
SUBMISSION OF TENDERS

S L. N o.	Name of work/proj ect and location	Owner of sponsori ng organiza tion	Co st of wo rk	Date of commence ment as per contract	Stipulat ed date of complet ion	Actual date of complet ion	Litigati on/ arbitrat ion cases pendin g	Name and address /teleph one numbe r of	Wheth er the work was done on back
1	2	3	4	5	6	7	8	9	1

* Indicate gross amount claimed and amount awarded by the Arbitrator.

Signature of Bidder(s)

FORM "C"

Compliance to requirement of tender documents:

We confirm that our tender complies with the total techno-commercial requirements of bidding document without any deviation.

Signature of Company/ Contractor

FORM "D"

TENDER VALIDITY

Tender shall remain valid for acceptance for a period of 120(One hundred twenty) days from the date of opening of the tender. The tenderer shall not be entitled during the said period to revoke or cancel his tender or to vary the tender given or any term thereof. In case of tenderer revoking or cancelling his tender or varying any term in regard thereof, the OWNER shall reject the tender. Tender shall be revalidated for extended period as required by Owner in writing.

Signature of Company/ Contractor

FORM "E"

**Declaration regarding correctness of information submitted in this Tender as per NIT
(To be submitted in affidavit)**

I/We _____ hereby declare that I have not suppressed any material fact and I have not submitted any false, misleading, inaccurate or incomplete information or particulars in the documents and bid submitted against your NIT No..... and I know that this shall lead to disqualification of my bid at any stage. I also know that this shall lead to termination of contract, if awarded.

Seal of the Company
Date:

Signature of Company/ Contractor

BILL OF QUANTITIES

NIT No. IITG/IPM/NIT/R/2025-26/57 dated: 14.10.2025

**Comprehensive AMC of 164 Nos signature RFID VINGCARD
door locks installed in the rooms of Guest House No-II in
IITG Campus.**