

NOTICE INVITING TENDER (NIT)
Annual Maintenance Contract (AMC) for Computers, Printers and Peripherals

Ref. No. : CRC/GHY/ADMN/2026-27/NIT/02

Dated : 20/05/2026

NOTICE INVITING TENDER (NIT)
Annual Maintenance Contract (AMC) for RO Water Purification Systems

Name of the Office:

Composite Regional Centre for Skill Development, Rehabilitation & Empowerment of Persons with Disabilities (CRC-SRE), Guwahati Sealed quotations/tenders are invited from reputed and experienced firms/agencies for providing Annual Maintenance Contract (AMC) services for the Reverse Osmosis (RO) Water Purification Systems installed at CRC-SRE, Guwahati for a period of one (01) year, which may be extended for a further period on satisfactory performance and mutual consent.

Scope of Work

The AMC shall include the following services:

1. Preventive maintenance of all RO water purification systems on a monthly/quarterly basis.
2. Routine inspection, cleaning, servicing, and performance testing of the RO units.
3. Cleaning and sanitization of storage tanks, membranes, filters, and associated pipelines.
4. Replacement of defective spare parts, including filters, membranes, pumps, solenoid valves, SMPS, flow restrictors, UV lamps, and other components, as approved by the competent authority (as per AMC terms).
5. Checking and maintaining water quality parameters, including TDS, pH, and overall system efficiency.
6. Attending breakdown complaints within 24 hours and restoring the system to normal working condition within 48 hours, wherever feasible.
7. Maintaining a service logbook and submitting service reports after every visit.
8. Ensuring uninterrupted operation of all RO systems throughout the contract period.

Eligibility Criteria

The bidder shall:

- Be a registered firm/company engaged in servicing RO water purification systems.
- Have at least three (03) years' experience in providing AMC services for RO plants/water purifiers.
- Possess valid GST Registration and PAN.
- Have successfully executed similar AMC works in Government Departments, PSUs, Autonomous Bodies, Hospitals, Educational Institutions, or reputed organizations.
- Have qualified service personnel and adequate infrastructure for providing prompt on-site service.

Bid Submission

The bid shall consist of:

Technical Bid

- Firm profile.
- Registration Certificate.
- GST Registration Certificate.
- PAN.
- Experience certificates/work orders of similar nature.

- Undertaking accepting all tender terms and conditions.

Financial Bid

- Annual AMC charges (item-wise/unit-wise, if applicable).
- GST shall be quoted separately.

Terms & Conditions

1. The AMC shall be valid for one (01) year from the date of award of the contract.
2. Preventive maintenance shall be carried out as scheduled and recorded in the maintenance register.
3. Breakdown complaints shall be attended within 24 hours.
4. Only genuine and standard-quality spare parts shall be used for replacements.
5. No additional charges shall be payable for routine servicing and preventive maintenance covered under the AMC.
6. Payment shall be released on a quarterly basis after satisfactory completion of services and submission of invoices.
7. The successful bidder shall comply with all applicable safety and environmental regulations while carrying out maintenance work.
8. The Competent Authority reserves the right to accept or reject any or all tenders without assigning any reason.

Important Dates

- Last Date & Time for Submission of Tender: 05.06.2026
- Date & Time of Opening of Technical Bid and Financial Bid: 09.06.2026
- **Date of Opening of Financial Bid: To be intimated to technically qualified bidders.**

Place of Submission

The Director

Composite Regional Centre for Skill Development, Rehabilitation & Empowerment of Persons with Disabilities (CRC-SRE), Guwahati

Gauhati Medical College & Hospital Campus, Hostel Road, Bhangagarh, Guwahati – 781032, Assam.

Director

CRC-SRE, Guwahati

Annexure-I

AMC of Water Filter and RO (all functional, require compressive maintenance)

Sl. No	Name of the items	Quantity	Rate	Total
01	Professional RO Filter (including one time filter change and spare part)	02		
02	RO Filter (Small) (including one time filter and spare part)	01		