

Indian Institute Of Management Mumbai Vihar Lake Road , Powai, Mumbai ( MH ) Pin 400087.

Annual Comprehensive Maintenance of 07 Nos Passenger Lifts of make Schindler at the Indian Institute of Management Mumbai.

Corrigendum to GEM/2026/B/7288455 dated 25.02.2026, dated 25/02/2026 " Annual Comprehensive Maintenance of 07 Nos Passenger Lifts of make Schindler at the Indian Institute of Management Mumbai."

Note to Reader: The various clarifications/request of the bidders sought in the pre-bid queries are replied. All necessary modifications / additions are incorporated through Corrigendum Number I, which may be referred to before submission of Bid. The bidders should note that these replies are common for all interested bidders & same shall form part of the tender documents. The Clauses of the RFP which are new/added or have been modified/changed are incorporated in the corrigendum issued and uploaded on website. The rest of the clauses/sections shall remain same as provided in the tender document dtd. 25/02/2026.

Q. NO.	Reference Clause & Page No.	Description of the Tender Clause	Bidder Comments/Remarks	IIM Mumbai's Reply
1	Penalty Charges (Pg No. 11, Minor & Major Breakdown)	<b>Minor &amp; Major Breakdown:</b> Penalty of Rs. 1000/- per hour per elevator shall be imposed if a complaint remains unresolved by more than 3 days subject to a maximum of 10% of total contract value during the entire contract period  (Agency is required to maintain 24 X 07 minimum mandatory spare parts, consumables, tools and manpower in the campus as per scope of work)	We accept only 5% capping. The total penalty shall not exceed 5% of the contract value for the one-year period	The original conditions shall prevail. The bidder should ensure timely completion of any work to avoid penalty clause.
2	Lift Electrical License & Contractor License (Pg No. 9, Scope of the work)	The scope of work includes preparation of elevators for lifts, Inspector's inspection, and obtaining Lift License /renewal of the Lift License during the period of the Contract. The licensing fees paid by the contractor shall be reimbursed by IIM Mumbai on submission of receipts. However, all other charges & liaising work expenses (if any) shall be borne by the contractor.	The license has already been applied for and will be submitted once received	Licence can be submitted after the work order & it shall remain valid during the period of contract.
3	PWD Fees (Pg No. 9, Scope of the work)	The scope of work includes preparation of elevators for lifts, Inspector's	This fee is to be borne by the customer. Schindler is not liable for PWD charges	The original conditions shall prevail.

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		inspection, and obtaining Lift License /renewal of the Lift License during the period of the Contract. The licensing fees paid by the contractor shall be reimbursed by IIM Mumbai on submission of receipts. However, all other charges & liaising work expenses (if any) shall be borne by the contractor.		
4	Service Support (Pg No. 8, Scope of the work)	Upon notification by the customer of a breakdown or failure in the elevator(s), the contractor shall send a technician as soon as may reasonably be possible during subsequent normal working hours (preferably within 4 hours) or as per requirement other than working hours (24X7), a technician to carry out necessary repairs in order to restore the elevator(s) to satisfactory working conditions. Contractor will replace (with an identical or equivalent original item) or rectify at its option any component of the elevator rendered defective due to normal wear and tear and arising out of ordinary and reasonable use of the elevator, except for such items and conditions which are excluded hereunder as particular and general exclusions. The parts that are being replaced shall be the property of the contractor.	Complaints can be registered 24/7 on our toll-free number. Service hours: Monday to Saturday, 9:00 AM – 9:00 PM (for servicing only).	Whatever be the method of registration of complaints, IIM Mumbai requirement is to attend the service support within 4 hrs during normal working hours.
5	Digital Signature (Class III)	-	Requesting clarity on the process and whether any alternate option (e.g., physical signature) is acceptable.	No physical signature allowed.

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6	Scope Limitation (Pg No. 5, Minimum Criteria For Shortlisting (Eligibility Criteria))	<p>The bidder (in case of Authorized agency) should have satisfactorily completed any work of "Comprehensive and Non-Comprehensive Maintenance of Passenger Lifts/Elevators, Passenger Cum Good Lifts, and Service Lifts" for any Central Govt./ State Govt./ Central PSUs / IIMs / IITs /AIIMS/ IISERs/Railways and any Government Organization as mentioned below during the last five years ending the previous day of the last date of submission of bids (In case of Authorized agency).</p> <p>Three similar works, each costing not less than 40% of tender value, or Two similar works, each costing not less than 60% of tender value or One similar work costing not less than 80% of tender value.</p>	<p>The tender includes escalators, however Schindler's scope is limited to elevators only. Any escalator-related materials/services shall not be under Schindler's responsibility.</p>	<p>The original conditions shall prevail as given below: The bidder (in case of Authorized agency) should have satisfactorily completed any work of "Comprehensive and Non-Comprehensive Maintenance of Passenger Lifts/Elevators, Passenger Cum Good Lifts, and Service Lifts" for any Central Govt./ State Govt./ Central PSUs / IIMs / IITs /AIIMS/ IISERs/Railways and any Government Organization as mentioned below during the last five years ending the previous day of the last date of submission of bids (In case of Authorized agency).</p> <p>Three similar works, each costing not less than 40% of tender value, or Two similar works, each costing not less than 60% of tender value or One similar work costing not less than 80% of tender value.</p>
7.	EMD Amount (Pg. No. 2, NOTICE INVITING TENDER)	<p>The bidder shall have to submit an EMD of 2 % of estimated cost (i.e., Rs. 1,05,000.00) by means of DD, RTGS (Proof to be attached) which shall be refunded/released to all the bidders on submission of Performance BG by the successful bidder.</p> <p>EMD Exemption may be allowed for NSIC/MSME Vendor (Certificate must be uploaded online for exemption). However, the EMD exempted bidders are required to submit a Bid Security Declaration.</p>	<p>Since Schindler is maintaining 7 elevators, requesting EMD to be revised only as per Schindler's budgeted Value.</p>	<p>The original conditions shall prevail.</p>
8.	Commercial Value (General)	General	<p>We will be sharing only the basic contractual value GST will be excluded.</p>	<p>The bidder is advised to submit their bid inclusive of GST. In the event of any change in GST rates by</p>

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9.	Timeline Extension (Pg. No. 2, NOTICE INVITING TENDER)	Bid submission end date 18/03/2026 up to 15.00 Hrs.	Requesting an extension of the submission timeline for the Tender until 31-03 2026	the Government, the same shall be revised accordingly. Final date of bid submission is extended to 25/03/2026

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