



बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

REF: ROVARA: P&E: Tender:2022-23:.....

Date: 16-03-2023

Tender for Comprehensive Annual Maintenance Contract of Air Conditioner (Window AC, Split AC, Cassette AC)

Request for proposal: CAMC contract for maintenance and service of Air Conditioner (Window AC, Split AC, Cassette AC) .

Sealed quotations are invited from the reputed service provider/companies/firms for on-site maintenance of Air Conditioner (Window AC, Split AC, Cassette AC) installed at various branches/offices of our Bank located in Varanasi District under control of Regional Office, Varanasi.

Last Date and time for receipt of Bid: - 06.04.2023 till 02:00 PM

CAMC EFFECTIVE DATE : From 06.04.2023 to 31.03.2024

Date and time of opening of Bid Address and communication address : -

Date and Time: 06.04.2023 at 4:00 PM
THE REGIONAL MANAGER,
Baroda U.P. Bank
Regional Office, Varanasi
J 12/140, D-1, Gulab Badi,
Chauka Ghat, Varanasi- 221002
E-mail Address: Planning.rovara@barodauprrb.co.in

Eligibility Criteria:

- The bidder should have adequate turnover/facilities for services/maintenance of Air Conditioner (Window AC, Split AC, Cassette AC).
- The firms/companies should have minimum 3 years of experience in field of Annual Maintenance Contract in PSBs and Financial Institutions.
- The firm should have been registered with Sales Tax Department for Work contract and shall provide PAN/GSTIN No with the bid.
- The firm should have its support office at Varanasi.

Payment Terms:-

- Comprehensive Annual Maintenance Charges shall be paid on pro-rata basis at the end of each quarter after submission of satisfactory service report from all the branches.
- No advance payment shall be made in any case.

Other Terms and Conditions:-

Earnest Money Deposit (EMD): Earnest Money Deposit of Rs. 5,000.00 (Rupees Five Thousand Only) has to be submitted by the way of Demand Draft/Banker's Cheque/ Pay Order drawn in favour of "Baroda UP Bank" payable at Varanasi. Earnest Money Deposit will not carry any interest.

क्षेत्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094

Regional Office, J-12/140-D-1, Gulab Badi, Chaukaghat, Varanasi-221001, Telephone: 0542-2201094

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- The Earnest Money Deposit of unsuccessful bidders will be refunded accordingly in due course.
- The Earnest Money Deposit of the successful bidder shall be refunded one month after successful completion of CAMC tenure subject to renewal of CAMC if any.
- Under the Government guidelines "Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2018" interested MSEs firms may submit their quotation with all relevant documents and valid certificate for relaxation of EMD.

The Earnest Money Deposit will be forfeited if:

- The successful bidder withdraws from the CAMC without any notice to the bank before completion of CAMC period/tenure. Bidder must inform the bank and would need to provide service for minimum period of 2 months from the date in case of withdrawing from AMC before date mentioned in contract.
- The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
- The bidder violates any of the provisions of the terms and conditions of this TENDER specification.

>> Bids must be submitted either through registered post or by hand at Regional Office, Varanasi.

>> The bid must contain two Envelopes as per procedure given below.

FIRST ENVELOPE SHALL CONTAIN THE DOCUMENTS GIVEN BELOW:

- Annexure - A duly filled with all details
- Details of infrastructure in order to provide proper services.
- Attested photocopy of document w.r.t. registration of firm along with GSTIN No.
- Photo copy of duly attested PAN.
- Photo copy of duly attested GSTIN.
- Income tax Return for the last three years.
- Certificate/document w.r.t. Experience.
- The entire tender document shall be duly signed by the vender as a mark of acceptance of terms and condition of the tender document.

- All the documents should be self-attested along with stamp of the Firm.

>> IF ANY OF THE ABOVE DOCUMENTS IS/ARE EITHER NOT SUBMITTED OR SUBMITTED BUT NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED.

>> IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMITTED FOR BID OF CAMC OF Air Conditioner (WINDOW AC, SPLIT AC, CASSETTE AC)".

SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

Second envelope must contain only bid with below mentioned documents.

- The price must be submitted on the prescribed format (Annexure-B) along with document.
- Demand Draft / Banker's Cheque / Pay Order drawn in favour of "Baroda U.P. Bank, R.O. Varanasi" payable at Varanasi.

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- Price bid will not be accepted on any other format or document.

IT MUST BE MENTIONED ON "**PRICE BID OF AIR CONDITIONER (WINDOW AC, SPLIT AC, CASSETTE AC)**".

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "BID FOR CAMC OF AIR CONDITIONER (WINDOW AC, SPLIT AC, CASSETTE AC)".

- The Rate Contract with the selected vendor will be valid up to a period of One Year from the date of acceptance of the rates.
- The contract will be effective upto **31-03-2024** and may be renewed on expiry for further period of **one next year**.
- Maintenance charges include all taxes and government levies as applicable or becoming applicable later due to operation of or under any existing or new laws. The taxes & govt. levies whatsoever be borne by the vendor.
- The contract will be on comprehensive onsite maintenance.
- The maintenance service includes preventive and corrective maintenance of the Air Conditioner (Window AC, Split AC, Cassette AC). Preventive maintenance should be carried out on quarterly basis. Preventative maintenance Include cleaning of internal and all parts and all other measures necessary for proper functioning of the machine. Corrective maintenance includes repairing/replacement of the machine spares parts etc.
- All parts of Air Conditioner (Window AC, Split AC, Cassette AC) motor repair, copper pipe replacement, gas refilling or any repair etc. as per requirement are to be covered in AMC.
- The vendor should provide dedicated resident engineer, who will act as single point contact over phone, He will be responsible for point contact over Phone, Email and/or Web portal for managing all requests for services, logged by our Branches on all bank working days during the office hours i.e. from 10:00 AM to 05:30 PM.
- All the calls lodged should be attended within 24 hours.
- The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- It shall be the responsibility of the vendor to make all the Air Conditioner (Window AC, Split AC, Cassette AC) work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract.
- Bank may decide to add or remove certain Air Conditioner (Window AC, Split AC, Cassette AC) from the CAMC at any point of time during the contract. Payment for any Inclusion/deletion of Air Conditioner (Window AC, Split AC, Cassette AC) during the CAMC period will be calculated on pro-rata basis. No advance payment of CAMC charges will be made in any case.
- The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all branches.
- The list of Air Conditioner (Window AC, Split AC, Cassette AC) as given in Annexure-B is the tentative list the final list will be provided by the Bank at the time of agreement.

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- The Bank reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the CAMC or to any property of the Bank even if it is not covered by the CAMC.
- The Bank reserves the right to terminate the agreement of CAMC, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
- The Bank shall not consider any request in change of rates of CAMC due to any reason whatsoever, during the period of the contract.
- The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
- Bank reserves the right to accept or reject any quotation without assigning any reason whatsoever.
- Bank is not bound to accept lowest or any proposal received.
- Final decision will be taken after analysing cost.
- Any dispute will be under Varanasi jurisdiction.

Yours Faithfully


Regional Manager



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Annexure-A

Pre-Qualification Profile

Name of the Firm/Company	
Address (Head Office)	
Phone No.	
Year of Establishment	
Name of Proprietor or Name of Partner/Director/Associates	
Details and Value of major AMC taken up during the last 3 yrs with reputed financial organisations/banks	
List of other major customers (Work Order/ Experience/ Service certificate to the effect from the customers are to be enclosed)	
PAN Number (for TDS)	
GSTIN No. (Certificate attached)	
Annual Turnover/Net Profit/Loss per year	
Any other relevant information with documents	

ESCALATION MATRIX

Delivery/ Service related Issue:

Level				
	Name	Designation	Mobile No.	Email- Address
1.				
2.				
Second Level				
	Name	Designation	Mobile No.	Email- Address
1.				
Third Level				
	Name	Designation	Mobile No.	Email- Address
1.				

Any change in designation will be informed by us immediately

Signature of Authorised Signatory

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ANNEXURE-B

TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED TO BE COVERED UNDER COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES.

No.	Items With Brief Details of Config./Make/Model	Estimated Quantity	CAMC Rate (incl. of all taxes)	Total Cost
	Air Conditioner (Window AC, Split AC, Cassette AC) (All makes and models)	14		
TOTAL				

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given in Work Order. The CAMC charges of hardware will be paid on pro-rata basis as and when the hardware will be included in the AMC.
- The quantity is estimated and may vary.
- The lowest vender will be awarded as per total cost of CAMC of all items from Sr. No. 1 to 2.
- Machine which is under warranty at present may be given into AMC after expiry of warranty of such machine. AMC Charge will be calculated on pro-rata basis for remaining AMC Period.
- AMC rates should include service charge of engineer inclusive of all charges. No extra charge will be payable for travelling, boarding and any other expenses.
- **Preventive measures should be carried out once in a quarter.** (Visit Certificate to be countersigned by Branch Heads is Compulsory).

Signature of Authorised Signatory



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