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Bank of Baroda



ZONAL OFFICE

VIJAYA TOWERS

NO.41/2, M.G.ROAD

BENGALURU

**TENDER REF NO: BOB/ZO/CAMC-DUCTABLE AC/16/2023-24 DATED
12.09.2023**

**TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF
DUCTABLE & PACKAGE AIR CONDITIONERS AT VIJAYA TOWERS BUILDING,
BENGALURU**

Application submitted by

Name :

Address :

Contact No. :

Email ID :

PART – I
(TECHNICAL BID)

INVITATION FOR TENDER

1. Bank of Baroda, Zonal Office, Vijaya towers building, Bengaluru invites sealed tenders under two bid system from firms located in Bangalore with experience in carrying out air conditioner repair and maintenance for Comprehensive Annual Maintenance Contract of Ductable & Package Air conditioners at Vijaya towers building, MG Road, Bengaluru.

1.	Name / Nature of the work	: Comprehensive Annual Maintenance Contract of Ductable & Package Air Conditioners of various types and tonnage installed at Bank of Baroda Vijaya towers building, No.41/2, MG Road, Bengaluru on comprehensive Basis
2.	Time period of Execution	: Initially for one year further extendable for one year based on performance of successful bidder at the discretion of the Bank
3.	Last date of submission of any query/reporting any error	: All queries to be submitted through email on or before 21.09.2023 by 05:00 PM, email id: premises.karap@bankofbaroda.com
4.	Pre-bid meeting – date, time & place	: On 22.09.2023 at 03:00 PM at Bank of Baroda, Zonal Office, 2 nd floor, Vijaya towers, No.41/2 MG Road, Bengaluru- 560001
5.	Last date, time and place for receipt of completed Tenders	: 03.10.2023 up to 3.00 PM at Bank of Baroda, Zonal Office, 2 nd floor, Vijaya towers, No.41/2 MG Road, Bengaluru- 560001
6.	Date and Time of Opening Technical Bids	: 03.10.2023 at 4.00 PM
7.	Opening of Price Bid	: Date & time will be intimated by email to the qualified bidders after technical evaluation of the bids
8.	Tender fee	: Rs.500/- (Rupees five hundred only) by way of Demand Draft of a scheduled Bank drawn in favour of 'Bank of Baroda' payable at Bangalore (Non-refundable)
9.	EMD Cost	: Rs.2,600/- (DD in favour of Bank of Baroda)
10.	Contact person	Mr. Makesh Kumar S, Sr. Manager (Tech), : Ph : 080-25011402
	Submission of Tender	: The Bid documents shall be submitted in two separate envelopes-, Envelope No (1) - Technical Bid and Envelope No - (2) Price Bid. Both envelopes should be submitted on the same date and time. The Technical Bid and Price Bid are to be placed in two Separate individual envelopes, sealed and superscribed as 'Technical Bid' and 'Price Bid' respectively. These two envelopes are then to be placed together in envelope No.3, sealed and superscribed on the outside with the narration "TENDER FOR COMPREHENSIVE AMC FOR DUCTABLE & PACKAGE AIRCONDITIONERS AT BANK OF BARODA, VIJAYA TOWERS, BENGALURU"

2. Application Documents for the tender consisting of the various works to be executed and the set of terms and conditions to be complied with and other necessary documents which form the part of application form can be obtained in person from Bank of Baroda, Zonal Office, 2nd floor, Vijaya towers building, 41/2, MG Road, Bengaluru, between 10.00 AM and 05.00 P.M. on all working days of the Bank from 12.09.2023 to 03.10.2023. Applications will be issued from the office during the hours specified above, on submission of non-refundable DD for Rs.500/- drawn in favour of Bank of Baroda, payable at Bangalore, towards tender fee.
3. Alternatively, the application documents consisting of above can be downloaded from Bank's website i.e. www.bankofbaroda.com / tenders and the downloaded applications can be used for submission. In case of any ambiguity/discrepancy between the downloaded document and original application submitted in the form of hard-copy, the version of the documents placed on the website shall prevail.
4. Those applicants who have down-loaded the application from the website have to submit, along with the application form, a non-refundable DD for Rs.500/- in favour of Bank of Baroda, payable at Bangalore, towards tender fee & DD for Rs.2,600/- towards EMD.
5. MSMEs registered & the firms registered with NSIC (National Small Industries Corporation) are exempted from payment of tender fee & EMD cost. However the bidder has to submit the copy of valid proof of documents.
6. The Bank reserves the right to accept or reject, wholly or partly, any or all the applications without assigning any reason whatsoever. Bank's decision in this regard will be final and binding on all applicants.

Sd/-
**Deputy General Manager,
Bank of Baroda, Zonal Office
Vijaya towers building,
Bengaluru**

MINIMUM PRE-QUALIFICATION CRITERIA

(Attested Documentary proof for each item is to be furnished with Technical Bid)

THE TENDERER SHOULD FULFIL ALL THE FOLLOWING CONDITIONS TO BE ELIGIBLE FOR PARTICIPATION IN THE TENDER

1. The tenderer should be an Authorized service provider or Original Equipment Manufacturers for at least one of the reputed Brands of air conditioners namely Voltas, Blue Star, Carrier & LG make. However they should have requisite expertise in servicing and maintenance of other Brands of Air Conditioners also. A copy of valid Certificate/ Authorization letter issued by the OEM to the tenderer for being Authorized service provider is to be submitted
2. The tenderer must have its office/branch located in Bangalore. Valid proof of documents to be submitted.
3. The tenderer should have at least three years' experience in providing Annual Maintenance Contract for air conditioners as on 31.03.2023. Proof of documents to be enclosed.
4. The tenderer should have satisfactorily completed similar type of AMC for air conditioners during the last 7 years prior to 31.03.2023 in Central/State Governments/PSUs/Banks /reputed organizations in either of the following:
 - i. One similar completed AMC of value not less than Rs.2.08 lakhs
OR
 - ii. Two similar completed AMC of each value not less than Rs.1.30 lakhs
OR
 - iii. Three similar completed AMC of each value not less than Rs.1.04 lakhs
(‘Similar type of AMC’ shall mean Annual Maintenance Contract of one year for Air conditioners of type Ductable or Package or Chiller or VRF AC units consisting replacement of spares, periodical servicing, break down servicing etc. At least one year of the AMC has to be completed to consider completion of 1 AMC)

Completion Certificate issued by the authorized officer of the client will have to be furnished along with the tender document. The Completion Certificate along with the copy of the client’s work order must clearly indicate:-

 - a) Date of commencement of AMC
 - b) Date of completion of AMC
 - c) Cost of AMC
 - d) Nature of AMC
 - e) Whether the AMC has been completed satisfactorily or not.
5. The average annual turnover of the tenderer during the last three financial years ending 31st March 2023 shall be minimum Rs.1.00 lakhs (Rupees one lakh only). A copy of the Audited balance sheet along with profit and loss account statements for last 3 financial years i.e. 2020-21, 2021-22 and 2022-23 should be submitted along with the Technical Bid.
6. The tenderer should have valid PAN number. The copy of the PAN number should be enclosed to the tender.
7. The tenderer should be registered for GST. Copy of the GST certificate to be enclosed.
8. All the forms provided in the tender documents must be completed in full and all pages of tender documents must be signed and sealed before their submission.

Place: Bangalore
Date:

Signature and seal of the Tenderer

FORM OF APPLICATION
(On Tenderer letter Head)

Date:

To,
The Dy. General Manager,
Bank of Baroda,
Zonal Office, 2nd Floor,
Vijaya towers building,
No.41/2, M G Road,
Bengaluru - 560001.

Dear Sir,

Sub: -- Tender No: BOB/ZO/CAMC-DUCTABLE AC/16/2023-24 dated 12.09.2023

Tender for Comprehensive Annual Maintenance Contract (CAMC) of Ductable & Package Air conditioners at Bank of Baroda, Vijaya towers building, Bengaluru

1. I/we have read and understood the instructions and other terms and conditions furnished in the tender notice in the Bank of Baroda's Website in respect of the captioned tender. I/we hereby submit my/our application for the captioned "Request for proposal" of your Bank. I/we do hereby declare that all the information furnished in the application and supplementary sheets are correct to the best of my/our knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
3. I/we clearly understand and agree that if any of the information furnished by me/us hereunder is found to be wrong or untrue or false or incorrect or incomplete, my/our application is liable to be rejected. Further, if I am/we are appointed as the 'Executing Agency' for the above Project on the basis of the information furnished in my/our application and the information furnished therein is subsequently found to be wrong, untrue, false or incorrect, my/our contract with the Bank is liable to be terminated forthwith at the discretion of Bank, at any stage, without notice and without any compensation whatsoever for such termination.
4. I / We understand and agree that the decision of Bank of Baroda in selection of the AMC Provider is final and binding to me / us.

Thanking You,

Yours faithfully,

Signature of the Tenderer.

Name:

Designation

Place:

Date:

INSTRUCTIONS TO THE TENDERERS

1. Bank of Baroda, Zonal Office, Vijaya towers, MG road, Bengaluru invites sealed tenders under two bid system for Comprehensive Annual Maintenance Contract of Air Conditioners installed at Vijaya towers building, Bengaluru initially for 1 year extendable for further period of one year based on performance of successful bidder at the discretion of the Bank.
2. **Scope of work:** The successful tenderer shall be in a position to provide Comprehensive Annual Maintenance Contract for Air conditioners consisting replacement of all spares, periodical servicing, break down servicing etc.
3. Tender application documents consisting of the various works to be done and the set of terms and conditions for short listing to be complied with and other necessary documents which form the part of Tender, can be obtained from Bank of Baroda, Zonal Office, Vijaya towers, 41/2, MG Road, Bengaluru, in person between 10.00 AM and 05.00 P.M. on all working days of the Bank during period of issue of application. Applications will be issued from the office during the hours specified above, on submission of a Demand Draft for Rs.500/= (non-refundable) drawn in favour of Bank of Baroda, payable at Bangalore towards tender fee.

Alternatively, the tender documents consisting of above can be downloaded from our website i.e. www.bankofbaroda.com/tenders and the downloaded applications can be used for the application submission. In case of any ambiguity/discrepancy between the downloaded document and original application submitted in the form of hard-copy, the version of the documents placed on the website shall prevail.

Those who have downloaded the application from the website have to submit a DD for Rs 500/= (Non-refundable), drawn in favour of Bank of Baroda, payable at Bangalore, towards tender fee, along with the Technical Bid.

4. The tender shall be submitted in two separate sealed envelopes i.e. Envelope No:1 'Technical Bid' and Envelope No:2 'Price Bid.' The sealed envelope containing Technical bid should be super scribed as "Technical Bid" and the sealed envelope containing price bid should be super scribed as "Price Bid" respectively. The two sealed envelopes, one containing Technical Bid and second containing Price bid should be placed in a single envelope No.3, duly sealed and superscribed on the outside with the narration "Tender for Comprehensive Annual Maintenance Contract of Ductable & Package Air conditioners at Bank of Baroda, Vijaya towers building, Bengaluru". The tender should be submitted on or before 03.10.2023 up to 3.00 PM, in the "Tender Box" kept at the office of :

The Dy. General Manager,
Zonal Office, 2nd floor,
Bank of Baroda,
Vijaya towers,
No.41/2, MG Road,
Bengaluru -560001.

Alternatively the tenders may be submitted through Registered/Speed Post so as to reach the above official on or before the due date and time indicated above. The responsibility of submitting tenders to the above address on or before the above mentioned due date and time is that of applicant and any tenders received after due date and time as above shall not be accepted. The Bank will not be responsible for any delay or late submission of the tender or any loss arising there from in any manner whatsoever.

5. The prospective bidders are requested to submit their points for clarification during pre-bid meeting to email id premises.karap@bankofbaroda.com before 22.09.2023 up to 05.00 PM.
6. The Bank is at liberty to make additions/deletions/modifications/amendments in the tender document and the applicants are bound by the same. Reasonable extension of time will, however be given to them to revise their Technical/Price Bids in case such additions/deletions/modifications/amendments are material in nature.
7. The Technical Bids will be opened on: 03.10.2023 at 4.00 PM. Any one authorized representative of the tenderer will be allowed to be present during the opening of the Technical bids, if it chooses to do so, The date of opening the price bids will be intimated subsequently only to such applicants who have qualified and shortlisted for their price bid to be opened based on the above pre-qualification criteria. The applicants are requested to be present during the opening of the proposals in their own interest. In case of any change in the date of submission and opening of the tenders, the same will be intimated through a corrigendum on website. No separate communication will be sent to the individual applicants.
8. The two envelopes are classified as:
 1. Technical Bid and
 2. Price Bid.

The sealed envelope No: 1 super scribed as “ Technical Bid “ submitted should contain all the following details/documents:

- i. The tender proposal, completed in all respects, should be signed by the authorized signatory of the applicant on all the pages of the application document at bottom right side corner in token of acceptance of the terms and conditions of the tender and for the purpose of identification. This is to ascertain that the applicant has quoted against all relevant items. No reference to the price bid should be made in the Technical Bid failing which; the entire proposal will be disqualified and rejected summarily.
- ii. All the documents in support of the prequalification criteria are mentioned in the tender Application form. The documents have to be self-attested by the authorized signatory with official seal.
- iii. The technical features/brochures and such other details / data required for the technical evaluation. All technical information considered relevant and useful should be furnished at the first instance itself along with the Technical Bid in envelope No:1. No additional/supplementary information/document shall be entertained by the Bank subsequently unless it is found necessary and sought by the Bank in writing.
- iv. The EMD DD of Rs.2,600/- and the DD for Rs.500/- (non-refundable) towards tender fee in the name of Bank of Baroda payable at Bengaluru should be kept separately in the envelope No.1 containing the Technical Bid. Tenders received without EMD & tender fee will be rejected without assigning any reasons.

The envelope No.2 super scribed as “Price Bid” should be sealed in the manner described in sub-paragraph 4 above and submitted on the same date and time specified above, along with Technical Bid. Non submission of the Price bid and the Technical bid in separate sealed envelopes, in a manner prescribed above shall automatically render the entire application being summarily rejected. The Price bid envelope should contain only

price quoted, duly filled in the exact format prescribed in the tender with values written in both words and figures, and as detailed elsewhere in the tender.

9. EMD mentioned in the tender document has to be submitted without fail. Tenders without EMD will be rejected. The EMD of unsuccessful tenderers will be returned after issue of work order to the successful tenderer.
10. The EMD of successful tenderer will be returned after submission of unconditional Performance Bank Guarantee for 10% of the AMC award cost from any scheduled Commercial banks excluding Co-operative bank and Bank of Baroda valid for the period of one year of AMC. In case of extension of AMC the validity of Bank Guarantee must also be extended accordingly. The Bank guarantee of 10% must be submitted within 14 days from award of AMC to successful tenderer. The format of Bank Guarantee will be communicated along with work award letter. Bank reserve the right to invoke the bank guarantee, if the firm fails to perform according to any of the terms and conditions of the contract or if the work is found to be unsatisfactory.
11. No corrections such as cuttings, interpolations, omissions, over-writings etc in the application are permitted. Minor corrections such as cuttings, interpolations, omissions and over-writings if any, shall be duly authenticated by the authorized representative of the applicant.
12. Bank of Baroda reserves the right to amend, delete or modify any of the pre-qualification criteria prescribed as above.
13. Addenda, if considered necessary by the Bank, to the tender, may be issued prior to the date of opening of the Technical Bids. Any changes / modifications/amendments in the tender will be released in Bank's website only and no individual communication or any newspaper advertisement will be issued by the Bank, which may please be noted.
14. Please note that the bank will not be publishing the names of the applicants who have downloaded the tender document from the Bank's web site. As such, applicants are advised, in their own interest, to refer to the Bank's website prior to the due date prescribed for opening of the technical bid to ensure that they have not missed to observe any addenda / corrigendum. The responsibility of downloading the related addenda / corrigendum, if any, will be that of the applicants downloading the tender. No separate intimation in respect of addenda/corrigendum will be sent to any of the applicants. All addenda issued by the Bank shall be treated as part and parcel of tender document.
15. Any printing or typographical errors/ omission in tender document observed by the applicant shall be referred to the Bank and Bank's decision regarding its interpretation/correction shall be final and binding on the applicants.
16. Applicants are advised to examine and fully satisfy themselves before submitting their applications as to the nature of work/project to be executed and the other aspects pertaining to and/or impacting the work/project and shall themselves obtain all necessary information/clarification as to the risks, contingencies and other circumstances which may influence or affect the work/project.
17. By submitting the application and agreeing to the terms and conditions specified in the tender, the applicant shall be deemed to have full knowledge of the proposed scope of work/project and no extra charges consequent to and arising out of any misunderstanding/misinterpretation or otherwise shall be allowed by the Bank. Submission of an application by an applicant implies that he has read this notice and all

other documents relating to this tender and has made himself fully aware of the scope and specifications of the work/project to be undertaken and also the terms and conditions and other factors having a bearing on the execution of the work/project.

18. The applicants will not be entitled to any claim of compensation, financial or otherwise, for difficulties, if any, faced or losses incurred by them on account of submission of the application or on successful shortlisting/final selection.
19. Applications which do not satisfy any of the conditions prescribed in the tender or if any condition, including the offer of conditional rebate/discount put forth by the applicant, shall be summarily rejected.
20. The acceptance of an application will rest with the Bank of Baroda and the Bank reserves to itself the discretion/authority to reject any or all the applications received without assigning any reason whatsoever. An application, in which any of the prescribed condition is not fulfilled or is incomplete in any respect, is liable to be summarily rejected. Bank of Baroda reserves the right to accept or reject the applications in full or in part and applicants shall have no claim in the matter.
21. The tender offers shall remain valid for acceptance for a period of 90 days from the date of opening of Price Bids. The Successful Bidder has to start the AMC Work of air conditioning units on as is where basis from the date intimated in letter of award.
22. The price quoted in price bid should be inclusive of all taxes. No extra charges will be paid over and above the contract amount.

Signature and seal of the Tenderer

Place: Bangalore

Date:

Terms and conditions of the Comprehensive Annual Maintenance Contract

1. The details of offices and their address where the Air Conditioners under proposed CAMC are covered is given below:

Sl. No.	Name & address of the Office	Nos. of Air Conditioners
1.	Bank of Baroda, Vijaya towers building, No.41/2, MG Road, Bengaluru	14 nos. Ductable /Package Ac units which includes 2 nos. of Air circulating Fans

2. Totally at present there are 14 nos. Ductable/ Package AC units which includes 2 nos. of Air circulating fans covered under this contract located on various floors at Bank of Baroda, Vijaya towers building, MG Road, Bengaluru. The details of Air Conditioner Brands, Type, Capacity and numbers covered under the AMC are provided in BOQ of price bid. The details of exact locations in the offices where air conditioners under AMC will be provided along with issuing of letter of award.
3. New air-conditioners installed and which are under warranty period presently will not come under the purview of this Contract immediately on awarding of AMC. The details of such Air conditioners presently existing will be provided during awarding of the works. When the Warranty period of these units expire during the period of AMC then, these units are to be maintained by the Contractor till the expiry period of AMC. Additional AMC Charges will be paid on the pro-rata basis for the period for which these units are to be maintained at the same unit rate as applicable to similar item in the original AMC and on the same terms and conditions of the AMC.
4. If any additional number of air-conditioners are added during the period of contract in the offices not covered in AMC, then the same are to be maintained by the contractor till the expiry of original AMC according to the same terms and conditions of the Contract. The AMC contractor has to maintain these additionally installed units at the same unit rates as applicable to similar item offered by them in the contract. If any units are removed from existing AMC, the proportionate amount as per the unit rate of the contract will be deducted from the quarterly payment.
5. The Annual Maintenance Contract will be of comprehensive in nature and for a period of one year. Bank, at its discretion may extend the term further for a period of one year.
6. This comprehensive contract includes replacement of faulty spares like compressors, starting capacitors, running capacitors, relays, thermostats, fan capacitors, fan motors, selector switches, power contactors, control contactors, external time switch units provided for specific time running of AC's, stabilizers, rewinding of motors, providing Ball bearing of motors, fan blades, electronic control circuitry, remote control units, etc. at contractor's cost including Gas charging and attending all complaints and breakdowns of all types of air-conditioners. The complete list of materials to be replaced covered under this AMC is provided in Annexure-I of this Tender.
7. Only original spare parts/quality approved by the Bank will be permitted to be used for the maintenance during the AMC Period. The components required to be replaced, should be of manufacturer's make or of equivalent make.

8. Periodical preventive servicing has to be carried out once in three months for all the Air conditioners covered under AMC. During the quarterly servicing, the contractor should water service the AC unit including water washing of filter, drain tray and pipe cleaning, Evaporator brush cleaning, oiling/greasing of all Fans, checking of current consumption, checking of output performance, testing of Gas pressure if necessary, water washing of Condenser Coil, etc
9. Complaints regarding the non-functioning of air-conditioners are to be attended within 4 hours from the time of reporting the complaint. In case of Minor technical problems same are to be rectified within 1 hour of diagnosing of complaint. In case of major technical problems, the same are to be rectified within 48 hours of reporting the complaint.
10. Defective spares compressors / condensers are to be replaced with new compressors / condensers and repairing of the old compressors is not permitted. Whenever new compressors / condensers are used, the Contractor has to produce original invoice and Warranty Card of the new Compressor/ condenser at the discretion of the Bank. The compressor/ condenser being replaced should match with the original star rating of the air conditioner.
11. All the Air-conditioners covered in this contract have to be maintained as per the standards of the original equipment manufacturer. The contractor has to repair /service/ maintain the air conditioners under the AMC in as is where is condition when handed over to them under AMC. The Bank has installed its own transformer for the Vijaya towers building premises; hence the power supply is stable and is well regulated. The bank will not admit any claim from the contractor that the fault/damage is caused due to quality of power supply and it will not absolve the responsibility of the contractor in rectifying the fault.
12. It is the primary duty of the successful contractor to ensure that all air-conditioners under the contract are in working condition.
13. Technicians should have competency certificate in Air-conditioning issued by recognized Government Agency and shall have a minimum of 3 years' experience in the field of air conditioning maintenance. Those who are not having Competency Certificate should have minimum 5 years of continuous experience from reputed organizations acceptable to the Bank. Necessary proof shall be submitted along with application of tender and whenever demanded by the Bank. Each Technician should be in a position to independently attend and rectify all kind of servicing/breakdowns/faults in the air conditioners. The technicians have to attend periodical services and all breakdown complaints pertaining to the air-conditioners.
14. Contractor should deploy more technicians in addition to the two technicians in case of heavy workload or in case of urgency to complete the work promptly in time. For attending emergency break downs one technician must be easily available during night hours and Bank Holidays for attaining the emergency calls and such calls must be attended within 4 hours from time of reporting.
15. Details of important programs/functions of the Bank such as Board meeting, Zonal Conference, etc. that may be held in Vijaya towers building will be informed to the technicians and they should assist the Bank in maintaining smooth running of the air-conditioners on that day without failure even they are held on Bank Holidays. Non-attendance of the technicians on such a day will attract penalty at the discretion of the Bank.
16. The technicians deployed under AMC are to be covered by insurance under Workman Compensation Policy through reputed Insurance Companies during the AMC Period. Copies of the Insurance Policies are to be submitted to the Bank along with first quarter bill.
17. At least one set of tools and tackles necessary for carrying out repair and maintenance works of Air Conditioners under AMC are to be maintained at the Vijaya towers building Electrical

Maintenance Room. The tools and tackles must be in good working condition and maintained properly.

18. Whenever technicians are attending to repairs and services, the information of location where repairs and services of air conditioners is being carried out must be recorded in the register along with time at which they have left.
19. Following registers are to be maintained by technicians at Vijaya towers building without fail:
 - Service /Breakdown Register: The air conditioners serviced/maintained/ repaired has to be recorded in register and endorsement from End User Department has to be obtained in register. Also Further service reports are to be made after carrying out periodical servicing and endorsement (Sign and Seal) to be obtained from End User Department.
 - Complaint Register: All complaints received with respect to air conditioners under AMC are to be recorded with time and date of receipt, as and when complaints are received from end user departments.
 - Spare Tool and Tackle Register: All the spares and tools and tackles are to recorded in the register. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time
20. **Payment Terms:** AMC Charges will be paid by the bank at end of every quarter of the AMC period as per the actuals. The actual number of air conditioners for which service has been rendered will be considered for making payment for the quarter post completion of the quarter. The quarterly bill must be enclosed with service reports endorsed by end user department for all air conditioners which have been covered under AMC during the quarter. Bills without service reports will be deemed incomplete submission and payments will be made only on submission of all service reports. However, no interest is liable to be paid by the Bank in case of delays if any in payment.
21. Statutory deduction towards income tax and other taxes as and when directions from statutory bodies are received will be made at the time of making payments.
22. The awarded rates for AMC will be inclusive of GST, all type of Insurance Charges etc. No extra charges will be paid over and above the contract amount.
23. Rate Revision in the contract amount is not be permitted during the validity period of the contract for any reason including during the extended period of AMC.
24. Penalty will be recovered in monthly bills of AMC as per following in case of non-satisfactory services provided under AMC:
 - Rs.1000/- per air conditioner per day for all the air conditioners that are not rectified within 72 hours from reporting of complaint. The penalty will be effected for every air conditioner which is not repaired post completion of 72 hours of reporting the complaint till the day the complaint is rectified.
25. Losses incurred due to mishandling/misplacement/theft or any malpractice by technicians during the period of AMC, the Contractor has to reimburse / make good of the losses suffered by the Bank due to fault of his technicians. In case of non – reimbursement / making good by the contractor, the same will be recovered from the bills by Bank
26. In case of violation of terms and conditions of the contract by the contractor during AMC period, bank at its discretion may penalize monetarily according to the losses occurred to Bank.

Further Bank reserves the right to terminate the contract at any time during the validity of the Contract period by giving 30 days notice to the Contractor with or without any reason.

27. Every dispute, difference or a question which may arise at any time between the parties hereto or any person claiming under them, touching or arising out of or in respect of this AMC or the subject matter thereof shall first be endeavored to be amicably resolved at the Top Management level of the parties. However, in the event of such dispute, difference or question, etc. remaining unsolved, the same shall be referred to the arbitration by a sole Arbitrator to be nominated by the Bank and the provisions of the Arbitration & Conciliation Act 1996, shall be applicable. The place of such arbitration shall be at Bengaluru.
28. The courts in Bengaluru alone shall have exclusive jurisdiction in respect of matters arising out of this Agreement.
29. Apart from regular letter communications, all the e-mail communications from the bank are to be treated as formal communication for all practical purposes.
30. The mobile number of the technicians deployed at Vijaya towers building must be registered with Bank and whenever the numbers are changed the same must be intimated. The numbers registered must be accessible 24 hours round the clock.
31. Further mobile number, land line number and email ID of the supervisor to whom the technicians are reporting and that of Top Management level is to be provided to Bank for communication purpose.
32. All necessary Statutory Licenses from concerned Government Departments / Local Bodies including the labour department necessary for execution of the work are to be obtained.
33. All security and safety regulations and guidelines as per the applicable law are to be followed. All guidelines/directions of Bank's Security Division must be followed.
34. Before tendering, the tenderer shall inspect the site to fully acquaint himself about the condition in regard to accessibility of site, nature and extent of work, working condition of site and locality including stacking of materials, installations, etc., conditions affecting accommodations and movement of labour etc., required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the bank in any circumstances.
35. The firm should deploy only qualified and experienced Engineers/Technician to carry out works. Utmost care shall be exercised by the firm in carrying out the work to ensure that no damage is caused to persons and properties. The Bank will not be liable for any injury or damage to persons working at site and any such happening will be entirely the responsibility of the firm. The persons carrying out the AC servicing at site shall also use all the required Personnel protective equipment for their own protection.

Signature and seal of the Tenderer

Place: Bangalore

Date:

Acceptance of Contractor for Labour Laws

1. The AMC Contractor shall carefully and diligently implement the provisions of the Contract Labour Act & Contract Labour Rules.
2. The Bank shall be entitled to deduct from the Contract Consideration, any such amount which the Bank has to pay in accordance with the Contract Labour (Regulation & Abolition) Act 1971 and Workmen's Compensation Act, in the event of the Bank have to disburse compensation / effect any payment under the contract labour acts/rules.
3. The Contractor shall not engage any workmen for wages, less than the minimum wages prescribed under the notification issued by the Central Government.
4. The contractor should follow all labour laws/guidelines laid down by central /state government from time to time.

CERTIFICATE:

I / WE HAVE READ, FULLY UNDERSTOOD THE ABOVE MENTIONED REGULATIONS OF LABOUR LAWS/GUIDELINES AND ACCEPT THE SAME IN TOTO. I ALSO UNDERTAKE TO FOLLOW ALL LABOUR LAWS/GUIDELINES LAID DOWN BY CENTRAL /STATE GOVERNMENT FROM TIME TO TIME & INDEMNIFY THE BANK AUTHORITIES.

Signature and seal of the Tenderer

Place: Bangalore

Date

LIST OF PARTS COVERED UNDER THIS CONTRACT

Sl. No.	Item
1	Compressors
2	Starting Capacitors
3	Running Capacitors
4	Relays, Thermostats
5	Fan Capacitors
6	Fan Motors
7	Selector switches
8	Contactors (Power / Control)
9	Gas charging
10	Stabilizers
11	Rewinding of motors
12	Ball bearings of motors
13	Fan blades
14	Electronic Control Circuitries
15	Remote Control Units
16	Micro Swing Motors
17	Built – in Timer kit
18	Air-Filters
19	External Electronic / Analog time switches provided for timed running of A.C's
20	Outdoor unit mounting frames
21	Condenser Coils/Copper Tubes of indoor/outdoor units
22	Parts of indoor / Outdoor unit enclosures
23	Cabling from indoor to outdoor
24	Existing copper piping from indoor to outdoor

Place: Bangalore

Date:

Signature and seal of the Tenderer

DETAILS TO BE FILLED BY THE BIDDER

1. Name of the Company/ Organization with Address

2. Year of Establishment:

3. Constitution of the Establishment:

(Proprietary/ Partnership/ Public / Private Company) :

a) Place of Registered Office:

with address

Telephone No. : _____

Fax No. : _____

Email : _____

Web site (if any) : _____

b) Branch Office in Bangalore

with address :

Telephone No. : _____

Fax No. : _____

Email : _____

4. Name of Chief Executive / Proprietor / Partners	
Telephone No.	
Fax No.	
Email	

5.	Name of contact person	:	
	Telephone No.	:	
	Land Line	:	
	Mobile	:	
	Fax No	:	
	Email	:	
6.	Type of Organization		Documents to be enclosed
	a) Proprietary		Trade License
	b) Partnership		Partnership Deed, Trade License
	c) Private Limited Company		Memorandum of Article
	d) Public Limited Company		Certificate of Registration
	e) Public Sector		Certificate of incorporation

7. Nature of Business

Manufacturing Service Dealership
 Stockiest Repair & Fabrication
 Maintenance
 Others

8. Type of Products Sold & Serviced :

(Please Specify) -----

9. Annual Turnover during last 3 years (Enclose Audited Balance Sheet for last 3 years)

a. 2020-21 _____

b. 2021-22 _____

c. 2022-23 _____

10. Commercial Information Registration (Enclose Attested Copy wherever Applicable)

- a) GST No. :
- b) PAN No. :
- c) P.F A/c No :
- d) Labour License No :
- e) ESI A/c No :
- f) Details of Group Insurance policy
For technicians and workers :

11. Name and address of the Bankers:

12. Details of Employees working:

a) Office Staff:

Name	Qualification	Experience	Nature of Duty

b) Supervisory Staff

Name	Qualification	Experience	Nature of Duty

c) Technicians:

Name	Qualification	Experience	Nature of Duty

d) Semiskilled Workers

Name	Qualification	Experience	Nature of Duty

e) Unskilled Workers:

Name	Qualification	Experience	Nature of Duty

13 Details of Office Premises:

- a) Location:
- b) Area of the premises used for office work:
- c) Area of the premises used for storing the spare parts of A.C
- d) Present stock position (specify total value of spare parts in stock)

14 Furnish name, designation and address with telephone of 2 responsible persons who will be in a position to testify about the quality and performance of your works as well as the past performance of your works

- 1.
- 2.

- 15 Whether you are authorized Dealer for Sales of any of the Air Conditioner Company. (If yes, please specify the name of Air Conditioning Company)
- 16 Whether you are authorized Service Agent of the following brands: Voltas, Blue Star, Carrier & L.G, Specify the brand.
- 17 Please specify your fields of activities
(Such as sales/ service /Maintenance etc)
18. Details of Major work done during last seven years

Details of work done in the descending order of the Value of Work. (Enclose copies of supporting documents)

Sl NO	Name and address of Customer	Nature and Description of work	No of Air Conditioners and total tonnage	Value of work	Period of AMC/ execution of the work
1					
2					
3					
4					
5					

19. Details of Major works in hand

Details of works in the descending order of the Value of Work. (Enclose copies of supporting documents)

Sl NO	Name and address of Customer	Nature and Description of work	Value of work	Date of issue Of work Order & Period of AMC
1				
2				
3				
4				
5				
6				
7				

20. Details of works under litigation / Arbitration during last three years

21. Details of major equipment / machineries / Tools available for maintenance work:

Sl. No	Name of the equipment/Tool	Usage

22. Details of Tender Form Cost Payment

D.D / P.O No	Date	Name of the Bank	Branch	Amount

DECLARATION BY THE BIDDER

I confirm that

- 1) No employee or direct relation of any employee of Bank of Baroda is any way related as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. of the Company/Organization.
- 2) The information furnished is correct to the best of my knowledge and belief.

.....
(Signature of Proprietor/Partner/Chief Executive)

Name
(In Capital Letter)

Place: (Seal of the signatory)

Date:

INSTRUCTIONS TO TENDERERS:

1. All details in forms to be furnished.
2. Use additional sheets for want of space
3. Attach copies of latest documents in support of details provided

**Part II
PRICE BID**

BILL OF QUANTITIES

Details of List of Air Conditioners to be presently covered under CAMC

SI. No	BRAND NAME/MAKE	AC TYPE	TONNAGE	QTY	RATE PER AC UNIT	AMOUNT
1	BLUE STAR	DUCTABLE CEILING MOUNT AC AT M2 FLOOR	5.50	1		
2	BLUE STAR	DUCTABLE CEILING MOUNT AC AT M2 FLOOR	5.50	2		
3	VOLTAS	FLOOR MOUNT AC PACKAGE UNIT AT BOARD ROOM, 1 ST FLOOR	11	1		
4	VOLTAS	FLOOR MOUNT AC PACKAGE UNIT AT AHU ROOM, 1 ST FLOOR	22	2		
5		AIR CIRCULATING FANS AT AHU ROOM		2		
6	BLUE STAR	CEILING MOUNT DUCTABLE AC UNIT AT AUDITORIUM, 10 ^T FLOOR	8.50	6		
				14	TOTAL AMOUNT	
					GST	
					GRAND TOTAL (Including GST)	

Grand total in words: _____

Signature & seal of the tenderer

Place: Bangalore

Date: