



SAURASHTRA GRAMIN BANK

Head Office: LIC, Jeevan Prakash Building, Wing-2, Mahila College Chowk, Rajkot-360001

Phone:0281—2482421/2482422**Fax:**0281—2371127**Web:** www.sgbrrb.org

Email: pdsho@sgbrrb.org; sgb99@rediffmail.com



Tender for Empanelment of Vendor for Maintenance of Air Conditioner

Ref.:SGB/HO/PDS/TENDER/04/2021-22 dated 26-08-2021

The General Manager
Saurashtra Gramin Bank
Head Office,
1ST Floor, LIC Jeevan Prakash Building, Wing 2,
Tagore Road, Rajkot - 360001



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SGB/HO/PDS/TENDER/04/2021-22

Date: 23/08/2021

Notice inviting Tender for Empanelment of vendors for

Maintenance of Air Conditioner

1.	ISSUE OF TENDER	FROM 03/09/2021 TO 24/09/2021
2.	SUBMISSION OF TECHNICAL & FINANCIAL BID	ON OR BEFORE 24/09/2021 (17:00 PM)
3.	OPENING OF TECHNICAL BID	ON 29/09/2021 at 12.00 PM onwards
4.	OPENING OF FINANCIAL BID	ON 29/09/2021 at 03.00 PM onwards

*Bank has solely right for Change in Date.

Saurashtra Gramin Bank invites tenders from vendors fulfilling following criteria in two bid-systems for Maintenance of air conditioners. General terms & conditions, Pre-qualification criteria, are given in tender document. It can also be obtained from bank's website www.sgbrrb.org. The offer should be submitted in two phases,

1st Phase will be Pre-qualification: Technical Bid giving your compliance in **Annexure-A** (hard copies to be submitted).

Hard copy of following documents must be submitted with Technical Bid and nomenclature should be as mentioned below. In case of non-submission of any of the document bid will be treated as invalid without further reference.

Sr No	Following documents to be submitted in hard copies	Nomenclature
1	Signed Technical Bid in Annexure- A	Annexure A
3	Signed General Terms and Condition Annexure – B.	Annexure B
4	Profile of company / firm registration certificate and forwarding letter including strength of staff	Profile
5	Proof of Credit of EMD and Tender Fee (Non Refundable) of Rs. 26,000 to Bank A/c. No. 78001648906 with Saurashtra Gramin Bank, Dhebar Road Branch, Rajkot IFSC: SBIN0RRSRGB	Fund
6	Financial Accounts covering Turnover, Balance Sheet, Profit & Loss A/c and Net Worth for last 2 years	FY2019-20 FY2020-21
7	I.T.PAN, GST Certificate	Documents
8	Reference letters from 3 satisfied clients or 3 existing work order of which preferably two banks	Reference



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❖ **Pre-qualification criteria (Technical Bid):**

1. Technical bid to be submitted along with Annexure-A & Annexure-B accepting terms and conditions, hard copies of document list, must be submitted as per **Annexure-A**.
2. **Proof of Credit of Rs. 26,000/-** (EMD of Rs. 25,000/- and Nonrefundable Tender Fee of Rs. 1,000/-) to our Bank A/c. No. 78001648906 with Saurashtra Gramin Bank, Dhebar Road Branch, Rajkot IFSC: SBIN0RRSRGB. Document evidence should be submitted in hard copy only.
3. The vendors should have minimum two years of experience handling selling/maintenance of different types of air conditioner.
4. Copy of **Income Tax PAN, GST Certificate** should be attached in Technical Bid Documents.
5. Any existing empanelment with Govt., SBI or any other public sector/ private bank/ other banks is **desirable**. The list of clients with the satisfactory **performance certificate** from minimum 3 organizations (**out of which 2 preferably be from banking sector**) should be submitted. (if available/not mandatory).
6. The vendors should have Omni presence in all over Saurashtra at all major centers with sufficient staff strength.
7. All attachments must be in A4 Page Setup only.
8. Only technically qualified vendors will be allowed to participate in Financial Bid opening.

❖ **Prices are to be quoted most competitive for preventive Maintenance quarterly 1 and total 4 visit in a year.**

The prices will be inclusive of all above, all taxes, duties and transportation but excluding GST only.

Only technically qualified vendors will be allowed to participate in opening of Financial Bid. Lowest rates will be declared as L-1 rates.

L-1 rate vendor will be offered empanelment for 2 year and will be extended up to further 1 year after mutual consent of vender and bank. Contract will be reviewed yearly by report from branches / offices about service & supply of vendors.

Yours faithfully,

GENERAL MANAGER



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Annexure - A

To,
The Chairman,
Saurashtra Gramin Bank,
Rajkot - 360001.

Maintenance of Air Conditioner

With Reference to your advertisement for **SGB/HO/PDS/TENDER/04/2021-22** dated 26/08/2021, we submit necessary information hereunder:

1	Name & address of the Company/ firm with direct phone numbers	
2	Name of Head/Chief of the company/ firm	
3	Registration No. and date of establishment	Reg No. Dt.
4	Website Address	http://www.
5	Email Address	
6	Present strength of the firm	
	(a) ISO certification, if any	
	(b) Nos. of Staff Members	
7	Average time required to attend the call in case of repair during Installation.	
8	Service centers at (in Saurashtra) (Details regarding item 1 to 5 to be given in sequence in Profile)	Centre At Mo.
9	Tender Fees of Rs.1,000/- + Earnest Money Deposit of Rs.25,000/- Total Rs.26,000/- (Proof to be submitted)	Credited in Bank's A/c. on 78001648906 Date_____
11	Income Tax PAN	
12	Vendors Bank Detail (For Future Transactions)	Bank Name : Bank Address: Bank A/c No.: IFSC Code:
13	GST No. (Submit GST Certificate)	
14	Empanelled with which Bank / Organization	



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❖ DECLARATION

1. I/We hereby declare that the terms and conditions of the tender stated herein and as may be modified/mutually agreed upon are acceptable and binding to me/us.
2. I/We hereby declare that we are not de-barred or de-listed from any Govt. Organization/Banks/Institution etc.
3. I/We have read and understood the press notice, pre-qualification notice & this application form along with annexure and my /our firm fulfills the ELIGIBILITY CRITERIA FOR PRE-QUALIFICATION described in Pre-qualification notice.
4. I/We hereby confirm and certify that the information given above is correct and true and the enclosures annexed herewith are genuine to the best of my / our knowledge.
5. I/We are authorized to sign and submit these documents for pre-qualification.
6. I /We understand that if any stage it is found / noticed by the Bank that any information thus provided by us is untrue / incorrect partly or fully and in case of receipt of adverse /unsatisfactory report from other clients / Bankers, the Bank may not consider our application and / or may de-list us and / or may take any appropriate action against us.
7. I /We also understand that partly / wrongly filled application and / or applications not on prescribed pro-forma and / or applications not accompanying relevant documents / enclosures / annexure are liable to be summarily rejected by the Bank.
8. I / We understand that this is merely an application & does not entitle us to be necessarily pre-qualified by the Bank and Bank reserves the right to reject all and / or any application without assigning any reason whatsoever.
9. Complaints of repairing/fault will be solved immediately but not more than 2 days of receipt from branches/offices.
10. I/We will give support while relocation/shifting of air conditioner.

Name of person authorized to sign.	:	
Mobile / Phone No.	:	
Email:	:	

Date:

Place:

Official Stamp:

SIGNATURE OF AUTHORIZED SIGNATORY



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Annexure - B

GENERAL TERMS & CONDITIONS

- 1) The “Financial Bid” should contain prices in detail as per Annexure-C.
- 2) **Only those bidders’ financial bid will be open which are technically qualified as per our terms mentioned above.**
- 3) Please quote most competitive unit price for all items. Prices to be quoted must be **inclusive of transportation but excluding GST. Please indicate the rate of GST with HSN and expenses included in the prices..**
- 4) The Bank, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.
- 5) **Lowest-1 (L-1) rate will be decided from Sr. no. (1) & (2) of annexure C. Other items (Except Sr. No. 1 & 2) rate will be offered by lowest price or average price received in financial bid of all financial bids. Whose price will be Lowest- 1 will be offered for empanelment for maintenance of Air conditioner.**
- 6) **In case of any vendor refuses or fails to provide supply/service as per contract, Bank will terminate their contract and forfeit the EMD & debarred the vendor for suitable period.**
- 7) The bidder to collect branch information from the bank, no claim of any nature on any ground on inadequate site information or knowledge or misunderstanding or otherwise in such respects will be admissible later on. Interested parties may contact PDS Dept., SGB, HO, Rajkot for any further clarifications.
- 8) Bank reserves the right to accept the offer of only one vendor in full or more than one vendor(s) in part or reject any or all quotations, without assigning any reason thereof and irrespective of L1 criteria, at any stage.
- 9) The rates quoted once will be treated as final. No alteration either in rates or in tender documents will be entertained.
- 10) Canvassing in any form in connection with selection is strictly prohibited and the application of such persons /organizations that resort to canvassing will be liable to rejection.
- 11) Rates quoted shall be valid up to **2 YEARS.** Vendors with L-1 rates will be offered for 2 year contract with condition to review their contract yearly and further extended up to 1 year after mutual consent of Vender and bank.
- 12) Forfeiture of EMD of Rs.25000/- in case of non-acceptance of offer by L1 rate offered vendor.
- 13) Tender fees of Rs.1000/- (non-refundable) and EMD of Rs. 25,000/-, total Rs. 26,000/- should be credited in one entry as mentioned in prequalification criteria. **The tender offer without aforesaid fees will not be entertained.** Moreover the tenders received after due date will not be accepted.
- 14) Earnest Money Deposit (EMD) of Rs.25,000/- shall be returned to non-successful bidders within 45 days after financial bid opening while successful bidders will be refunded EMD after completion of 1 year’s warranty period/contract period which may be retained with Bank as Performance Bank Guarantee in case any dispute arises with vendor. EMD of successful bidders will be converted and retained as Security Deposit



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and will be returned on expiry of contract, unsatisfied performance EMD will be forfeited.

- 15) **Performance Guarantee of Rs.25,000/- (Rupees Twenty Five Thousand only) shall be kept in PDS Department, HO towards non- supply of the equipment by the firm in any of the branch in allotted Region. The performance Guarantee is liable to be forfeited if the firm fails to supply the equipment within the stipulated time of 15 days or denies to supply machines to any branch as directed by bank / as per bank's requirement.**
- 16) No interest will be paid on EMD/SD/Performance Guarantee.
- 17) The successful bidder(s) to whom the work is awarded will be under direct liaison with PDS Dept., HO Rajkot and has to follow their instructions from time to time.
- 18) The bidder(s) will not be permitted to assign or give subcontract of the work awarded to him/them without prior permission from The General Manager, SGB, Rajkot. The decision of SGB authorities in this regard shall be final and binding to the vendors/bidders.
- 19) The vendor(s) must meet necessary statutory and legal compliances. SGB will not be responsible for any legal action arising out of non-compliance to statutory & other similar legal compliances.
- 20) The contact detail of service center, technicians and manager i.e. - telephone numbers, Mobile No., Fax No., E-mail ID, or service focal point(s) to be provided to the PDS Dept., SGB, and HO - Rajkot. In case, there is any change, updated list should be submitted to the bank immediately.
- 21) While deciding upon the empanelment of Firms/ Contractors, great emphasis will be given on the ability and competence of applicants to do good quality works within the specified time schedule and in close co-ordination with Bank.
- 22) Decision of the Bank in regard to selection of Firms/ Contractors will be final. The Bank is not bound to assign any reason for acceptance/ rejection of any applications.
- 23) In case of Supply of substandard material/acts, contrary to the laid down norms, or on detection of any tendency to cheat the Bank, the contract with the company will be cancelled without prior notice and firms will be delisted or blacklisted from the Bank.
- 24) In case of dispute, decision of SGB authority shall be final and abiding to the vendor(s).
- 25) Dispute, if any will be subject to Rajkot jurisdiction only.
- 26) No advance payment will be made by the Bank. Payment will be made against Satisfactory completed maintenance services. In case no maintenance service or unsatisfactory maintenance services **no payment** will be made by the Bank.
- 27) The Bank will deduct all the applicable taxes at source as per prevailing rules of Central / State Government, at the time of making payment.
- 28) The **“Service Provider”** will submit detailed Bills/Tax Invoices specifically mentioning GST no. of the bank as “24AAHAS2116H1ZS” along with HSN Codes mentioned separately.

Services Terms:

- 29) Quarterly preventive maintenance services as per agreed schedule in which the Air conditioner Machine shall be thoroughly checked, cleaned and adjustments made to bring the same in working order. (once in quarter total 4 in a year)



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- 30) Also, the “**Service Provider**” will depute a resident service engineer for service in area of operation.
- 31) Resident service engineer will make **unlimited machine breakdown repairs free of charge**. Repairs to parts and sub-assemblies, replacement of defective spares parts required for equipment, maintenance and repairs shall be provided and fitted by the vendor **at no extra charge in case of minor parts** whereas for major equipment & materials they have to submit estimate to the branch @ rate as per annexure or if spare part is other than annexure to provide estimate rate for the same.
- 32) **Breakdown attention visits to all centers shall be attended within 24 hours, from the time the call is received excluding holidays within 50kms of the service center of the “Service Provider” & maximum 48 hours from complaint from any branch above 50kms. “Service Provider” cannot deny for breakdown service requirement of only one branch from any distance from our area of operation.**
- 33) The “**Service Provider**” will carry out maintenance service as specified by the Bank, at the places as mentioned in the order. “Maintenance/Service Certificate” to that effect duly signed by the competent authority to be obtained in duplicate copies. One copy of the certificate to be annexed with the Bills/Tax Invoices.
- 34) The “**Service Provider**” will submit bills supported by maintenance/Service Certificate to Authority of the office/s of the Bank from where the service carried out.
- 35) In case the “**Service Provider**” is not in a position to attend the work for any reason, substitute arrangement shall be made immediately by the contractor at his cost. However, if the “**Service Provider**” fails to make alternate arrangement within two working days the Bank shall be free to get necessary repairs done by any other party and the expenditure on such repairs shall be adjusted against the dues present or future of the vendor.
- 36) The Bank reserves the right to increase or decrease the number of Air Conditioner at any point of time at the rate as per annexure.
- 37) As the Bank is a public service provider, the maintenance of Air Conditioner should be done in such a co-ordinated manner that functioning of the Bank is not hampered in anyway.
- 38) **PENALTY** : Delay in service beyond 7 days for rural branches and 5 days for urban/semi urban branches from complaint registered day shall attract penalty of Rs.50/- per day to a maximum of 100% of the quarterly maintenance charges per instance per branch.
- 39) **Order Cancellation:** Bank reserves the right to cancel the work order in the event of one or more of the following situations: -
 - a. Delay in maintenance service, beyond the specified period & delay time limit.
 - b. Serious discrepancy in maintenance service.
- 40) **The Banks reserves the right to cancel the agreement if no proper service is given by the vendor in time by giving 15 days notice to the “Service Provider” with forfeiture of EMD/ revocation of Bank Guarantee & will contract with another “Service Provider” in case of dissatisfaction in maintenance service from various branches. Vendor will be black listed and depanelised from the list of approved vendor of our bank and cannot participate in bid process for period of 3 year from date of debarment.**



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PAYMENT TERMS

- 1) No Advance Payment will be made by the bank.
- 2) The necessary TDS will be deducted as per Central Government norms.
- 3) Bills/Invoices should be detailed/annexed branch-wise separately mentioning GST no. as “24AAHAS2116H1ZS” on Tax Invoice, HSN Codes are to be mentioned separately.



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Annexure “C”

<u>Sr. No.</u>	<u>Item</u>	<u>Per unit Rate (Excl. GST)</u>
1	ANNUAL MAINTANACE (Split / Window Air Conditioner) once in a quarter. (Yearly – 4)	
2	ANNUAL MAINTANACE (Cassette Air Conditioner) once in a quarter. (Yearly – 4)	
3	PCB (Printed Circuit Board)	
4	PCB (Printed Circuit Board) Repairing Charges	
5	Swing Motor New	
6	Swing Motor Repairing	
7	Indoor Motor Rewinding	
8	Indoor Motor New	
9	Indoor Blower New	
10	Cooling Coil New	
11	Swing Blade New	
12	Swing Blade Repairing	
13	Outdoor Suction Walve New	
14	Outdoor Motor Rewinding	
15	Outdoor Motor New	
16	Outdoor Fan Blade New	
17	Replacement of Capacitor 45,50,60 – MFD (Any One)	
18	Outdoor Compressor New	
19	Outdoor Condenser New with Labour	
20	Gas Refilling Charge (R-22 GAS)	
21	Gas Refilling Charge (R-32 GAS)	
22	Only Indoor Unit Fitting Charges	
23	Only Outdoor Unit Fitting Charges	
24	New A.C. Fitting Charges	
25	Old AC Dismantaling & Refitting Charges	
26	R.C.C. Hall / Drilling Charges/ Civil Work	
27	Outdoor Stand	
28	Refrigerator, Copper Piping Charges	
29	Drainage Piping Charges	

Any charges not mentioned in above matrix occur, then the same will be decided after consultation & approval of the bank.

- **Lowest-1 (L-1) rate will be decided from Sr. no. (1) & (2) of annexure C.**
- **Other items (Except Sr. No. 1 & 2) rate will be offered by lowest price or average price received in financial bid of all financial bids.**
- **Bank will offer a empanel vendor to lowest 1 with average price of other items.**