



SBI INFRA MANAGEMENT SOLUTIONS PVT.LTD.
STATE BANK OF INDIA, 3RD FLOOR, LOCAL HEAD OFFICE, BHADRA,
LALDARWAJA, AHMEDABAD-380001

SBIIMS INVITE E-TENDERS FOLLOWED ON BEHALF OF SBI FOR PROPOSED
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF WINDOW/SPLIT AIR-
CONDITIONERS OF DIFFERENT CAPACITY INSTALLED AT VARIOUS BRANCHES/ OFFICES AND
ATMs OF SBI IN RAJKOT

TECHNICAL BID (COVER-A)

TENDER SUBMITTED BY:

NAME : _____

ADDRESS : _____

DATE : _____



NOTICE INVITING TENDERS

SBIIMS on behalf of SBI invites e-tender from the authorised dealer/service dealer of Hitachi/Voltas/Blue Star/Daikin/Carrier for annual comprehensive maintenance contract of window/split/ ductable air-conditioners installed at Bank's various Bank's various Branches/ Offices & ATMs in Rajkot.

The details of tender are as under:

Sr.No.	Description	
1.	Name of work	Comprehensive Annual Maintenance Contract of window/split air-conditioners installed at Bank's various Branches/ Offices & ATMs in Rajkot.
2.	Nature of Work	Annual maintenance contract work
3.	Time allowed for completion	N.A.
4.	Cost of Tender Documents	Rs. 1,000/- (To be deposited along with Tender Part-A by way of Demand Draft/Banker's Cheque issued by any Nationalised/Scheduled Bank in favour of SBI Infra Management Solutions Pvt. Ltd. and payable at Bhavnagar / self cheque of SBI.
5.	Earnest Money Deposit	Rs.14,350/- (Fourteen Thousand Three Hundred Fifty only) by means of Demand Draft / Banker's Cheque (Valid for a period of 180 Days from the last date of submission of the tender) from any scheduled Nationalized/Scheduled Bank drawn in favour of State Bank of India, payable at Rajkot.
6.	Initial Security Deposit	Not applicable
7.	Total Security deposit	Interest free total Security Deposit of 5% of the tender amount to be deposited by the successful tenderer after adjusting the EMD amount in the form of Demand Draft/Banker's Cheque drawn in favour of State Bank of India, Payable at Rajkot which will be returned to the contractor after expiry of the contract period.
8.	Start and end date for downloading of tender documents form Bank's website	12.09.2018 to 20.09.2018 at www.sbi.co.in under<Link>procurement news.
9.	Last date & time for submission of Technical bid, EMD and cost of tender document.	20.09.2018 by 3.00 PM



10.	Address at which Technical bid (hard copy) along with EMD & Cost of tender document has to be submitted	Circle Head & Vice President (Civil), SBI Infrastructure Management Solutions Pvt. Ltd., 3rd Floor, SBI Local Head Office Building, Laldarwaja, Ahmedabad
11.	Date and time of opening of Technical bid at address mentioned at Sr. No.10.	20.09.2018 at 3:30 PM
12.	Date & time for Submission of online price bid.	Date and time for submission of price bid will be informed to the qualified contractor separately after scrutiny of their Technical bid.
13.	Date & time for e-bidding	Date and time for e-bidding will be informed to the qualified contractor separately.
14.	Validity of offer	90 days from the date of opening of Price-bid
15.	Value of Interim Certificate	Not applicable



16. Tenders can be downloaded from the bank's website www.sbi.co.in (link) <Procurement News>. It shall be responsibility of the contractor to arrange and ensure that all pages of technical and financial bid are properly bound separately. Tenders in loose pages may be disqualified.
17. The contractor shall sign and stamp each page of the tender document thereby ensuring the number and sequence of all pages.
18. No conditions other than mentioned in the tender will be considered, and if given they will have to be withdrawn before opening of the price-bid.
19. The SBIIMS Pvt. Ltd. reserve their rights to accept or reject any or all the tenders, either in whole or in part without assigning any reason(s) for doing so and no claim / correspondence shall be entertained in this regard.
20. Tenders received without EMD and Cost of Tender Documents shall be summarily rejected and such tenders shall not be allowed to participate in the online price bidding process.
21. In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time.
22. SBIIMS Pvt. Ltd. has the right to accept / reject any / all tenders without assigning any reasons and no correspondence shall be entertained in this regard.

Yours Faithfully,

Circle Head & Vice President (Civil)



To,
 The Circle Head & VP (Civil),
 Circle Office,
 SBI Infra Management Solutions Pvt. Ltd.,
 Ahmedabad- 380001.

Dear Sir,

Having examined the detailed scope of work and schedule of quantities relating to the works specified in the memorandum hereinafter set out and having visited and examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the works specified in the said memorandum at the rates mentioned in the attached Schedule of Quantities and in accordance in all respects with the detailed scope of work and instructions in writing referred to in conditions of tender, the Articles of Agreement, Special Conditions, Schedule of Quantities and Conditions of Contract and with such materials as are provided for by, and in all other respects in accordance with such conditions so far as they may be applicable.

MEMORANDUM

Description of work	Annual comprehensive maintenance contract of window/split air-conditioners (as per list enclosed) installed at Bank's various Branches & ATMs in Rajkot.
Earnest Money	Rs. 14,350.00 - (Forteen Thousand Three Hundred Fifty only) by means of Demand Draft / Banker's Cheque from any Nationalized/scheduled Bank drawn in favour of SBI, payable at Rajkot.
Total Security deposit	Interest free total security deposit of 5% of the tender amount including EMD during the contract period. The TSD will be returned to the contractor after completion of the contract period.
Time allowed for completion of the Works from the date of written order or date of handing over of the site (whichever is later) to commence the work	Immediately after issue of written work order.

I/We have deposited a sum of **Rs.14,350.00 (Forteen Thousand Three Hundred Fifty only)** as Earnest Money with the SBI. which amount is not to bear any interest. Should I / We fail to complete the formalities or execute the Contract when called upon to do so I/ We do hereby agree that this sum shall be forfeited by me/us to SBI Infra Management Solutions Pvt. Ltd.



1) Our Bankers are: i)

ii)

The names of partners of our firm are: i)

ii)

Name of the partner of the firm Authorized to sign

Or

(Name of person having Power of Attorney to sign the Contract.)

(Certified true copy of the Power of Attorney should be attached)

Yours faithfully,

Signature of Contractors.

Signature and addresses of Witnesses

i)



SAMPLE BUISNESS RULE DOCUMENT

ONLINE E-TENDERING FOR PROPOSED COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF WINDOW/SPLIT AIR-CONDITIONERS OF DIFFERENT CAPACITY INSTALLED AT VARIOUS BRANCHES/ OFFICES AND ATMs OF SBI IN RAJKOT

(A) Business rules for E-tendering:

1. Only Sales & Service Dealer of Reputed AC Brands i.e Carrier, Hitachi, Daikin, Voltas, Bluestar are eligible to participate.
2. SBIIMS will engage the services of an E-tendering service provider who will provide necessary training and assistance before commencement of online bidding on Internet.
3. In case of e-tendering, SBIIMS will inform the vendor in writing, the details of service provider to enable them to contact and get trained.
4. Business rules like event date, closing and opening time etc. also will be communicated through service provider for compliance.
5. Contractors have to send by email, the compliance form in the prescribed format (provided by service provider), before start of E-tendering. Without this the vendor will not be eligible to participate in the event.
6. The Contractors will be required to submit the various documents in sealed Envelope to the office of SBI at the address mentioned hereinbefore by the stipulated date i.e. (1) Hard Copy of Technical Bid duly signed and stamped on each page (2) Demand Draft of specified amount of EMD (3) Demand Draft of Application Fees .Contractors not submitting any one or more documents shall not be eligible to participate in the on-line price bidding.
7. E-tendering will be conducted on schedule date &time.

8. The e-tendering will be treated as closed only when the bidding process gets closed in all respects for the item listed in the tender.

(B) Terms & conditions of E-tendering:

SBIIMS shall finalize the Tender through e-tendering mode for which **M/s. e-Procurement Technology, Ahmedabad** has been engaged by SBIIMS an authorized service provider. Please go through the guidelines given below and submit your acceptance to the same along with your Commercial Bid.

1. E-tendering shall be conducted by SBIIMS through **M/s. e-Procurement Technology, Ahmedabad.**, on pre-specified date. While the Contractors shall be quoting from their own offices/ place of their choice, Internet connectivity and other paraphernalia requirements shall have to be ensured by Contractors themselves. In the event of failure of their Internet connectivity,(due to any reason whatsoever it may be) it is the bidders' responsibility.



In order to ward-off such contingent situation bidders are requested to make all the necessary arrangements/alternatives such as back-up power supply whatever required so that they are able to circumvent such situation and still be able to participate in the E-tendering successfully. Failure of power at the premises of Contractors during the E-tendering can not be the cause for not participating in the E-tendering. On account of this the time for the E-tendering can not be extended and SBIIMS is not responsible for such eventualities.

2. M/s. **e-Procurement Technology, Ahmedabad.**, shall arrange to train your nominated person(s), without any cost to you. They shall also explain you all the Rules related to the E-tendering. You are required to give your compliance on it before start of bid process.
3. BIDDING CURRENCY AND UNIT OF MEASUREMENT: Bidding will be conducted in Indian currency & Unit of Measurement will be displayed in Online E-tendering.
4. BID PRICE: The Bidder has to quote the rate as per the Tender Document provided by SBIIMS their appointed Architects.
5. VALIDITY OF BIDS: The Bid price shall be firm for a period specified in the tender document and shall not be subjected to any change whatsoever.
6. Procedure of E-tendering:

i. Online E-tendering:

- (a) The hard copy of the Technical as well as Price Bid is available on the Bank's website during the period specified in the NIT.
- (b) Online e-tendering is open to the empanelled bidders who receive NIT from the Architect and qualified for participating in the price bidding as provisions mentioned hereinabove through SBIIMS approved Service Provider.
- (c) The Price-Bid shall be made available online by the Service Provider wherein the contractors will be required to fill-in their Item-wise rates for each item.
- (d) The Contractors are advised not to wait till the last minute to submit their online item-wise quote in the price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.



- (e) It is mandatory to all the bidders participating in the price bid to quote their rates for each and every item.
- (f) In case, contractor fails to quote their rates for any one or more tender items, their tender shall be treated as **"Incomplete Tender"** and shall be liable for rejection.
7. LOG IN NAME & PASSWORD: Each Bidder is assigned a Unique User Name & Password by M/s. **e-Procurement Technology, Ahmedabad**. The Bidders are requested to change the Password after the receipt of initial Password from M/s. **e-Procurement Technology, Ahmedabad**. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.
8. BIDS PLACED BY BIDDER: Bids will be taken as an offer to execute the work as specified. Bids once made, cannot be cancelled / withdrawn and the Bidder shall be bound to execute the work at the quoted bid price. In case the L-1 Bidder backs out or fail to complete the work as per the rates quoted, SBIIMS shall at liberty to take action as deemed necessary including de-paneling such contractors and forfeiting their EMD.
9. At the end of the E-tendering, SBIIMS will decide upon the winner. SBIIMS decision on award of Contract shall be final and binding on all the Bidders.
10. SBIIMS shall be at liberty to cancel the E-tendering process/tender at any time, before ordering, without assigning any reason.
11. SBIIMS shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.
12. Other terms and conditions shall be as per your techno-commercial offers and other correspondences till date.
13. OTHER TERMS & CONDITIONS:
- The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders.
 - The Bidder shall not divulge either his Bids or any other exclusive details of SBIIMS to any other party.
 - SBIIMS decision on award of Contract shall be final and binding on all the Bidders.



- SBIIMS reserve their rights to extend, reschedule or cancel any E-tendering within its sole discretion.
- SBIIMS or its authorized service provider M/s. **e-Procurement Technology, Ahmedabad** shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- SBIIMS or its authorized service provider M/s. **e-Procurement Technology, Ahmedabad** is not responsible for any damages, including damages that result from, but are not limited to negligence.
- SBIIMS or its authorized service M/s. **e-Procurement Technology, Ahmedabad** will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

N.B.

- All the Bidders are required to submit the Process Compliance Statement (Annexure-II) duly signed to M/s. **e-Procurement Technology, Ahmedabad**.
- **All the bidders are requested to ensure that they have a valid digital signature certificate well in advance to participate in the online event.**



PROCESS COMPLIANCE STATEMENT (ANNEXURE II)

(The bidders are required to print this on their company's letter head and sign, stamp before emailing)

To,
M/s. **e-Procurement Technology**,
B-705, Wall Street - II, Opp. Orient Club, Ellisbridge,
Ahmedabad – 380006,
State Gujarat, India

E:yashrajsinh@auctiontiger.net

D: +91 79 40016815/6824

Email:

AGREEMENT TO THE PROCESS RELATED TERMS AND CONDITIONS FOR THE ONLINE E-TENDERING FOR PROPOSED COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF WINDOW/SPLIT AIR-CONDITIONERS OF DIFFERENT CAPACITY INSTALLED AT VARIOUS BRANCHES/ OFFICES AND ATMs OF SBI IN RAJKOT

Dear Sir,

This has reference to the Terms & Conditions for the E-tendering mentioned in the Tender document

This letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) We have studied the Commercial Terms and the Business rules governing the E-tendering as mentioned in RFP of SBIIMS as well as this document and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the E-tendering tool and have understood the functionality of the same thoroughly.
- 4) We confirm that SBIIMS and M/s. **e-Procurement Technology, Ahmedabad** shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-E-tendering platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the E- tendering event.
- 5) We confirm that we have a valid digital signature certificate issued by a valid Certifying Authority.

Name of Bidder/ Co. Name: _____ Seal & Signature of Bidder _____



6) We, hereby confirm that we will honor the Bids placed by us during the E-tendering process.

With regards, Date:

Signature with company seal Name:

Company / Organization:

Designation within Company / Organization: Address of Company / Organization:

Scan it and send to this Document on -----



ELIGIBILITY CRITERIA:

E-tenders are invited from various sales & Service vendors for the Annual Maintenance Contract for maintenance of Window/Split/ Ductable Air Conditioners of various makes from eligible vendors as per eligibility criteria given below:-

- a) The vendor should have executed similar contract in Govt. / PSU / Autonomous bodies/ Private Company and must enclose copy of single work order of Rs. 11.49 Lakh or two work order each of Rs.7.18 Lakh or three work orders each of Rs.5.74 Lakh.
- b) The vendor should have facility of Service of reputed brand like Voltas/LG/Blue Star/Hitachi/Daikin/Carrier and should be an authorized service Dealer for services for any of the above make. (Certificates required)
- c) The vendor should have experience of 05 years or more on maintenance preferably in Govt. / PSU / Autonomous offices. (Certificate required)
- d) The vendor should have sufficient trained man power and workshop facility. Address of Workshop, List of worker along with their qualifications be submitted.
- e) The vendor should have GST registration with the relevant statutory authority.
- f) The company / firm should have its registered / branch office in Ahmedabad.
- g) The vendor should be a profit making firm and having annual turnover for service contracts minimum of Rs. 1.5 Lac. The Balance sheet/P&L account for the past three years ending 31.03.2018 should be submitted along with tender.

The bidder may download the Tender document from the Bank's website from the following link www.sbi.co.in under procurement news section. The downloaded tender form must be accompanied by a DD/Banker's cheque towards cost of tender document at the time of submission in the name of "SBI Infra Management Solutions Pvt. Ltd." payable at Rajkot and should be submitted in Technical Bid.

Bidders will submit "Technical Bid" duly signed and stamped on each page, EMD of Rs.14350/- drawn in favour of State Bank of India, payable at Ahmedabad, Tender fees of Rs.1,000/-drawn in favour of SBI Infra Management Solutions Pvt. Ltd. payable at Rajkot and all related documents for fulfilling eligibility criteria in a sealed envelopes, addressed to Assistant General Manager(RAO-1), Regional Business Office-1, State Bank of India, 1st Floor, Administrative Office, Opp. Sardar Baugh Circuit House, Rajkot-360001 and super scribed with the name of work on the top of envelope

In the Technical bid, the bidders will have to accept all the terms and conditions as mentioned in tender document. The validity period of the tender shall be for 90 days from the date of opening of tender document.

Bidder will also have to deposit the following documents in the Technical Bid.



1. Company's profile on the letter head bearing full address and it must contain the following details along with self-attested proof of all the documents:

- i) Place of registration
- ii) GST No.
- iii) PAN No.
- iv) Telephone / Mobile No. / Email ID
- v) Official Address along with Contact Details & email address.
- vi) The Balance sheet/ P&L Account for the past three years.
- vii) Demand Draft/Banker's Cheque of EMD
- viii) Demand Draft/Banker's Cheque of Tender fees
- ix) Certificates as mentioned above.

2. Indicative Price Bid, Annexure-III need not to be filled by the contractor. Indicative price bid has to be submitted by the contractor online only

SBIIMS reserves the right to accept / reject any or all of the quotations without assigning any reason what so ever. Unrealistic prices quoted by the bidder would debar them from being considered for this and future contracts by this office. Tender submitted without a valid earnest money shall be disqualified.

The right is reserved by the SBIIMS to revise or amend the tender documents prior to the date notified for submission of the tender. The addendum or corrigendum shall be notified/ published at Bank's Website. Bidders are advised to look at Bank's website regularly for any such addendum/corrigendum.

The Earnest Money will be refunded without any interest to all the unsuccessful tenders after the award of the work subject to the relevant provisions in the tender documents. Any false information furnished by the contractor shall lead to the forfeiture of the earnest money.

Applications are liable to be summarily rejected due to incomplete, incorrect information and / non fulfillment of eligibility criteria. SBIIMS's decision shall be final and binding on the bidders.

Sealed envelope of Technical Bid alongwith EMD, Tender fees and all necessary documents as per eligibility criteria super scribed as "AMC for Window/Split/ Ductable Air Conditioners" should be addressed to:- Assistant General Manager(RAO-1), Regional Business Office-1, State Bank of India, 1st Floor, Administrative Office,Opp. Sardar Baugh Circuit House, Rajkot-360001.

Name of Bidder/Co. Name:

Signature of Bidder with Seal.



and must be submitted by due date and time of submission date. Tenders received thereafter will not be considered. Authorized representatives of company may be present at the time of opening of Technical Bid.

The contractor shall not be entitled for any compensation for loss suffered by hindrance on account of delays in commencing, executing the work, whatever the cause for such delays.

Circle Head & Vice President (Civil)



Annexure-I

GENERAL TERMS AND CONDITIONS

1. DEFINITIONS:

In construing these conditions and specifications, schedule of quantities and contract agreement, the following works shall have the meaning herein assigned to them except where the subject or context otherwise requires:

- a) SBIIMSPL shall mean The SBI Infra Management Solutions Pvt. Ltd (a wholly owned subsidiary of SBI).
- b) "Employer/Owner" means The State Bank of India, Ahmedabad- 380 001 on whose behalf tenders are invited and includes its legal representatives.
- c) "Contractor" means the person or persons, firm and company whether incorporated or not, employed as contractor by the Employer for undertaking the work and shall include Contractor's representatives, successors, legal heirs and permitted assigns.
- d) "Contract" means the documents forming the tender and acceptance those of and the Contract Agreement between the State Bank of India and the contractor, if executed together with the documents referred to therein including the terms and conditions, general and special specifications/conditions, designs, financial bid, schedule of quantities and instructions issued from time to time by the consultant/SBIIMSPL Officer in-charge and all these documents taken together shall be deemed to form one contract and shall be complimentary to one another
- e) "Contract Price" means the sum named in the Letter of Acceptance subject to such additions or deductions there from as may be made under the terms of the Contract.
- f) "Works" means the work to be executed in accordance with the contract.
- g) "Temporary Works" Means all temporary Work of every kind required for the execution of the works by the contractor.
- h) "Specifications" means the specification annexed to or issued with the tender and any modification thereof or additions thereto as may be from time to time furnished or approved in writing by the Consultants/Employer.
- i) "Approved" means approved in writing, including subsequent written confirmation of previous verbal approval and "approval" means approval in writing including as aforesaid,
- j) Witten notice shall be deemed to have been duly served if delivered in person to the individual or to a member of the firm or to an office of the corporation for whom it is intended, or if delivered at or sent by registered mail to the last business address known to him who gives the notice or through email.
- k) Bidder shall mean the firm who participates in the tender and submits its Bid.
- l) Bid/ Proposal shall mean the Bid submitted by the Bidders in response to this tender.
- m) Successful Bidder: The Bidder who inter alia meets the following requirements



- i. meets the Technical and Financial criteria;
- ii. whose Bid Proposal are acceptable to the SBIIMSPL and
- iii. adheres / consents to all other conditions laid by SBIIMSPL.

2. SINGULAR AND PLURAL

Words importing the masculine gender or singular number shall also include the feminine gender and plural and vice versa where the context so requires.

3. The consultant, if appointed by SBIIMSPL, shall be the owner's representative. The consultant shall periodically visit the site to familiarize himself generally with the progress and the quality of the work and to determine in general if the work is proceeding in accordance with the contract document. During such visits and on the basis of his observation while at the site he shall keep the owner informed of the progress of the work shall endeavor to guard the owner against defects and deficiencies in the work of the contractor and he shall condemn work which fails to conform to the Contract Document. He shall have authority to stop the work whenever such stoppage may be necessary in his reasonable opinion to ensure the proper execution of the contract.
4. The number of AC units to be covered under AMC may increase or decrease during the period of contract.
5. During the period of contract the vendor company will be responsible for proper and consistent functioning of all the air conditioners.
6. In case any machine goes out of order, the repair work should be carried out by the vendor company in the premises of installation. Only such work, which cannot be executed in the premises of installation, will be allowed to be carried out in the workshop of the company with the prior permission of SBI for which no extra charges like cartage etc. will be paid. The maximum period for repair at workshop shall be of 48 hrs (2 days). Beyond the stipulated period a penalty of Rs. 500.00 per day shall be imposed and shall be recovered from the bill/payments of subsequent month/s.



Name of Bidder/Co. Name:

Signature of Bidder with Seal



1. No advance payment will be made by the Bank. The quarterly maintenance payment will be made to the AMC holder on successful completion of each quarter (03 months) maintenance services and on submission of the bill in duplicate along with satisfactory report from the concerned deptt./ occupants on the quoted rates as approved by the SBI.
2. Bidder is advised to visit the site of AC installations before quoting the price.
3. The bidder is advised to acquaint himself with the job involved, examine site conditions, labor, power, water, material availability, transport, communication facility, environmental regulation, laws & bye laws of statutory bodies and collect all information that is necessary for preparing the bid and for entering into a contract. The cost of visiting the site and collecting information for the purpose of the bid shall be on bidder's account.
4. While submitting the quotation, the bidder will be deemed to have accepted, understood and accepted all the terms and conditions stated in this document and no change, whatsoever will be entertained by SBIIMSPL
5. The air- conditioners shall be taken over for AMC contract on "as is where is" installed basis. The AMC of newly purchased ACs shall be considered/given in AMC only after expiry of warranty period.
6. Dismantling/reinstallation of window/Split Air conditioner and cost of refrigerant Gas, insulated refrigerant piping, interconnection cables and drain pipe etc. shall be considered in the quoted rates of AMC;
7. The contractor shall ensure that all air conditioners are in proper working conditions throughout the contract period.
8. The approximate numbers of ACs to be covered under AMC are as per enclosed list. However, the exact nos./quantity may increase or decrease at the time of issuing of work order/during the contract period.
9. SBIIMSPL reserves the right to give any or all the items in AMC. And also during AMC period, the item can be deleted/ added.
10. If any item become unserviceable, SBI may get it repaired/replaced at a maximum of cost of repaired/replacement of same or equivalent equipment from open market and the cost of the same will be deducted from the quarterly AMC payments.
11. No interest will be paid on EMD amount or security deposit. The EMD will be forfeited, if bidder withdraws his bid during the period of bid validity.





1. Any bid received by the SBIIMSPL after the prescribed date and time for submission will be returned unopened to the bidder.
2. The contract will be awarded to the bidder whose bid has been determined and found to be eligible and to be substantially responsive to the bid documents and who has offered the lowest evaluated bid of bill of quantity, provided further that the bidder has the capability and resources to effectively carry out the contract works.
3. The contract is initially for a period of 12 months from the date of its award and may be extended for further period of 12 months on mutual consent on the same rates, terms and conditions.
4. SBIIMSPL reserves the right to reject or to accept any quotation, in whole or in part, without assigning any reason what so ever.
5. SBIIMSPL reserve the right to cancel the contract at any time in case of unsatisfactory services provided by the vendor during the currency of contract by giving 30 days' notice. SBIIMSPL's decision shall be final in this regard and the security deposited will be forfeited.
6. **Clarifications:** All clarification regarding the purchase/bid should be sought in writing, from

Deputy Manager Electrical
SBI Infra Management Solutions Pvt. Ltd.
Ground Floor, SBI Administrative Office,
Nr. Nilambaugh Circle,
Bhavnagar-364001
(Ph)0278-2519533

Clarifications can be sought up to the last date of submission of tender.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



OTHER TERMS & CONDITIONS OF COMPREHENSIVE CONTRACT

1. SCOPE OF SERVICE

The scope and nature of services to be provided by the contractor shall include scheduled preventive maintenance services which cover periodic and break down servicing, along with replacement of defective spare parts, including compressor and other consumables, if required during the contract period. The rate quoted for services shall also include the charges for routine maintenance service which shall include at least the following services:

Checking and servicing of the AC unit three times in a year

1. Checking operation of controls of the air- conditioners such as thermostat, relays, remote control etc.
2. Checking air flow through the supply air grill, return air grill, condenser
3. Checking operation of the drive motors and fans
4. Checking air temperature at supply air grill, return air grill, Inlet air condenser, outlet air from condenser
5. Checking Firmness of supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of air-conditioners etc. Anti-rusting Painting of the MS portion prone to rusting
6. Replacement of any component of air conditioners found defective after the above checks and tests.
7. Cleaning the condenser and evaporator coils with suitable detergent /chemical solution and flushing with high pressure jet of water.
8. Greasing of blower motors and all moving parts.
9. Cleaning of water coolers on weekly basis.
10. Quarterly servicing of all air-conditioners covered under comprehensive AMC. The quarterly service report duly signed by the Bank's officer in office building/occupants incase of residential building should be submitted to the Bank's engineer.

Attending to any breakdown call made immediately on receipt of verbal/written complaint during office hours on all days except Sunday and National Holidays. The time for rectification of defect shall not exceed 2-3 hours in any case.

Providing a service unit, free of charges during the repair of AC unit in the workshop. Supply free of charges, of all the spares and materials including consumables, compressor, cooling and condenser coil, sheet metal part, front panel, grill, outer wrapper/casing etc. found defective and necessary for the unit for satisfactory operation.



The servicing and maintenance shall be carried out without disturbing the normal functioning of the office/after obtaining the prior permission from the occupants.

The history sheet of servicing/breakdown repairing of each and every unit shall be maintained and submitted to the Bank's Engineer after every quarter or as and when asked by the Bank's Engineer. The copy of report shall be submitted along with the bill subsequent to the servicing activity.

2. DURATION OF CONTRACT

The contract would be initially for a period of 12 months from the date of commencement of work. It can be extended further for 12 months on the same terms and conditions subject to satisfactory performance of the contractor.

3. SECURITY DEPOSIT

The successful bidder shall pay interest free an amount equivalent to 5% of accepted bid amount on acceptance of tender, as Security Deposit. The amount cannot be utilized by contractor towards adjustment of any liability of the contractor.

In case of default on the part of contractor to perform and observe any covenant, conditions and provisions herein contained, it shall be lawful for SBIIMSPL in its absolute discretion to forfeit the whole of the security deposit or a part thereof without prejudice to any other right or remedy that may be available to it against the Contractor under this agreement, for such breach.

The security deposit will be refunded only after satisfactory fulfillment of the contract. In case the contractor abandons the contract or leaves the contract unperformed, the Security Deposit is liable to be forfeited.

4. ATTENDING COMPLAINTS

The contractor shall provide services of an expert Mechanic & helper having knowledge and experience in the Checking and servicing of the AC units stated under-price bid on daily basis at Various Branches/ Offices/ ATMs of SBI, Rajkot from 9.00 a.m. to 6.00 p.m. on all working days (excluding Sunday and National Holidays).

If the contractor fails to maintain the required manpower, SBIIMSPL is empowered to deduct as penalty at the rates indicated below from their bill:

1. Mechanic Rs.1000/- per day.
2. Helper Rs. 500/- per day.

The contractor is also required to work on holidays in case of need for which no extra payment shall be made. Complaint register must be maintained and will be produced before the Branch Manager/Department in charge/Estate Department. The contractor will submit bill once in a quarter reported with documentary proof for which will be paid within seven days. The contractor shall be wholly responsible for theft, burglary, fire or any other mischievous done by his staff.



1. UNSATISFACTORY PERFORMANCE

If the performance of the contractor is not satisfactory and he fails to attend the complaints in time as stipulated in the tender, fails to attend the complaint to any of the works as contained in the scope of work, recovery from his bills will be made. The decision of the SBIIMSPL in respect of the magnitude of non-performance and its recovery thereof shall be binding on the contractor.

The contractor shall be responsible for the acts and deeds of its staff. SBIIMSPL will in no way be responsible for violation of any applicable law, rules and / or other loss caused either by the contractor or its staff.

SBIIMSPL reserves its right to recover from periodical payments to be made to the Contractor, any loss or damage that may be caused to the equipment, machinery, building or any other property of SBI by negligence or any other reason whatsoever by the Contractor.

The contractor shall be bound to maintain service record of complaints received and attended by his staff. The Staff will be under the control and supervision of the Contractor including their performance and discipline.

The Contractor shall be responsible to comply with the provisions of all the applicable laws and other enactments and amendments made thereto, from time to time and the labour laws as may be in force and applicable.

None of the staff of the contractor shall be liable to claim any sort of employment with SBI.

The Contractor shall ensure that the workmen employed are medically fit and in sound mind and health.

The contractor would ensure that his staff must have Identity cards to enter the premises of the SBI for due performance of duties.

SBIIMSPL expects that contractor to ensure that his staff should maintain polite and courteous behavior.

The contractor should ensure that his staff should not be under the influence of liquor or any other such substance while on duty and any damage caused by such of the contractor's employee will be borne by the contractor.

2. POLICE VERIFICATION AND COMPLIANCE OF SECURITY REQUIREMENTS:

The contractor will ensure that its staff must have Security Passes / Identity Card to enter the premises of the SBI to attend the duties.

The staff should be polite and courteous.





The contractor will ensure that his staff should not be under the influence of liquor while on duty and any damage to the SBI property will be borne by the contractor.

The contractor shall take out workman Compensation Policy covering all the workman and submit it to the SBI. This policy should be in the Joint name of SBI and Contractor. The insurance should cover the period of contract.

3. PAYMENT TERMS:

No advance payment will be made by the Bank. The maintenance services payment will be made on quarterly basis after deducting the TDS and other eligible taxes. The contract amount shall be inclusive of all taxes, levies etc. but excluding the GST.

No escalation shall be granted on any account over the rates quoted in the tender.

4. TERMINATION :

SBIIMSPL would be at the liberty of terminating the agreement by giving the contractor a written notice of one clear month.

5. GENERAL INSTRUCTIONS:

All entries in Tender Documents must be made in English. They must be hand written in INK and must not be TYPED.

Tenderer should quote in figures as well as in words the rates tendered. Special care must be taken in writing the rates in figure as well in words to avoid the possibility of interpolation. Erasures and alterations must be avoided, but if made unavoidable, the wrong figures and words must be neatly scored out under the full signature of the Tenderer and the correct figures and words neatly re written but not overwritten. OVERWRITING IS NOT PERMITTED. In the event of any discrepancy between the rates quoted in words and the rates in figures the former shall prevail. Similarly if rates are written in Hindi & English, the English words shall prevail.

Contractors are requested to note that if they have got firms in different name, they should submit the quotations in the name of only one firm.

The tenderer shall bear all the expenses in connection with the submission of tender. All the pages of tender documents should be signed and stamped by the tenderer.

The tenderer whose tender is accepted is bound to execute a formal agreement with the SBI.



1.	Name of the Firm / Company :	
2.	Registered Address: Address for Communication:	
3.	Contact Information Office Phone Number: Residence Phone Number: Mobile Number: Fax: E-Mail:	
		Company
		Partnership
4.	Status of the Firm: (Please tick appropriate box & attach proof)	Proprietary Firm
		Individual
5.	Year of Establishment:	
6.	Registration Details Companies / Firm Registration Number & Date: Income Tax PAN No.: Goods & Service Tax No.: (attach proof)	
7.	Income Tax Turnover of the Company / firm (Please attach copy of audited balance sheet and profit & loss account / IT Returns for last three financial years)	
8.	Details of works done in last 5 years. Please mention only those works which qualifies.	1.

Details of Firm





		2.
		3.
9.	Specify the maximum value of work done in a year:	Rs. Year
10.	Name & Address of Bankers (Enclose Solvency Certificate in Original in the Name of "The Oriental Insurance Co. Ltd.")	<input type="checkbox"/> YES <input type="checkbox"/> NO
11.	Details of three responsible clients/ persons to whom the major works carried out by the applicant with address and telephone number who will be in a position to certify about the quality as well as past performance of your organization	1. 2. 3.
12.	Details of service network in Delhi / details of engineers and persons to be entrusted with the responsibility of maintenance / service be attached along with their technical qualification and experience.	
13.	Details of Tender Fee	DD No. Date Issuing Company / Branch
	Details of EMD	

DECLARATION

1. All the information furnished by me / us here above is correct to the best of my knowledge and belief.
2. I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets / Annexures.
3. I / We agree that the decision of The Oriental Insurance Company Ltd.in selection of contractor will be final and binding to me / us.
4. I / We have read the instructions and I / we understand that if any false information is detected at a later date the tender shall be cancelled at the discretion of the Company and liable for any action, as deem fit by the SBIIMSPL.

Place: SIGNATURE

Date: NAME & DESIGNATION

SEAL OF ORGANISATION

Note: Where copies are to be furnished, they have to be certified copies by the concerned agencies.



Agreement Form

THIS AGREEMENT made on this _____ day of _____ between The State Bank of India (hereinafter “the Purchaser”) of one part and “<Name of Seller>” (hereinafter “Contractor”) of the other part:

WHEREAS the Purchaser is availing the service for the maintenance of Window/Split/ Ductable Air conditioners and has accepted a bid by the Contractor for the services for the maintenance of Window/Split Air conditioners in the sum of _____ (Contract Price in Words and Figures) (Hereinafter “the Contract Price”).

NOW THIS AGREEMENT WITNESS THE AS FOLLOWS:

In this Agreement words and expressions shall have the same meaning as are respectively assigned to them in the Conditions of Contract referred to.

The following documents shall be deemed to form and be read and construed as part of this Agreement viz,

- ❖ The Conditions of Contract
- ❖ The Purchaser’s Award Letter
- ❖ General Terms and conditions
- ❖ Scope of work
- ❖ BOQ

Whereas the vendor has deposited DD of Rs/- (Rupees.....) with the SBI as security money for the performance of the agreement.

NOW IT IS HEREBY AGREED AS FOLLOWS:-

1. In consideration of the payment to be made to the vendor as herein provide he shall upon & subject to the said conditions execute and complete the work shown upon the said conditions and schedule of quantities.

2. SBI shall pay the vendor such sums as shall become payable hereunder at the kinds and in manner specified in conditions.

3. The said conditions shall be read and form part of the agreement and parties will hereto respectively abide by/submit themselves to the conditions and stipulation and perform the agreement on their part respectively as contained in such conditions.

4. It is also agreed that SBIIMSPL may in the event of termination of contract as provided herein, having regard to exigencies of matter, arrange maintenance/repair/replacement of parts etc. in discretion from any other



source/agency from the date of notice. In the event of termination of contract for non-satisfactory performance of the contract, the security

deposit made by contractor shall stand forfeited. SBI is not liable to pay any interest on the security deposit made by the contractor.

5. The Annual service contract includes preventive maintenance service during the year and any nos. of breakdown calls.

6. All the disputes arising out of or in any ways connected with this agreement shall be deemed to have arisen in Ahmedabad & only in the Courts in Ahmedabad shall have jurisdiction to determine the same.

7. The contract has been carefully read by us and fully understood by us.

8. This agreement is for period of _____ from _____ to _____

Signed, Sealed and Delivered for "The State Bank of India" by it's constituted Attorney	Signed, Sealed and Delivered for _____ by it's constituted Attorney
Signature	Signature
Name	Name
Designation	Designation
Address	Address
Company	Company
Date	Date
Company	Company
Seal	Seal
Witness I	
Signature	Signature
Name	Name
Designation	Designation
Address	Address
Company	Company
Date	Date
Witness II	
Signature	Signature
Name	Name
Designation	Designation
Address	Address
Company	Company
Date	Date

For Rs. _____ per annum
excluding GST.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day, month and the year first above written



Name of Bidder/Co. Name:

Signature of Bidder with Seal



PRICE- BID

(NOT TO BE FILLED BY THE CONTRACTOR)

The details of rates for the award of Annual Maintenance Contract (Comprehensive with all Parts) as per scope of work for Window/Split/ Ductable Air Conditioners at Various Bank's various Branches/ Offices & ATMs in Rajkot as per detailed scope of work are as under:

Description of AC	Capacity of AC Units in Tonnage (TR)	No. of Units	Annual rate of comprehensive AMC per unit	Total Annual Amount (₹)
Window ACs	1	02	-----	-----
	1.5	01	-----	-----
	2	---	-----	-----
<i>Sub Total</i>				
Split ACs	1	214	-----	-----
	1.5	189	-----	-----
	2	104	-----	-----
	5.5 (Ductable AC)	09	-----	-----
<i>Sub Total</i>				
G. TOTAL				

(No. of AC units are tentative which may increase or decrease)

(GST shall be paid extra at applicable rate as per actual)

Submitted by:

Signature: _____

Name: _____

Contact No.: _____

Name of Bidder/Co. Name:

Signature of Bidder with Seal.