

NIT NO	HYD202001563
DATE	27.01.2020



**SBI INFRA MANAGEMENT SOLUTIONS PVT LTD**  
(WHOLLY OWNED SUBSIDIARY OF SBI)

INVITES TENDERS ON BEHALF OF SBI  
FOR

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC)**  
**FOR VARIOUS MAKES OF**  
**AIR CONDITIONERS (SPLIT/CASSETTE/INVERTER SPLIT) AT BRANCHES/ OFFICES**  
**UNDER RBO KARIMNAGAR, AO WARANGAL, TELANGANA**

**THROUGH E-TENDERING PROCESS**

**Manufacturers / approved dealers of (O-General, Daikin, Carrier, Voltas, Blue Star, Mitsubishi Heavy, Hitachi and LG) are eligible to apply, Proof of dealership to be submitted**

**Note: Firm should possess valid digital signature for this e-tender.**

**Contractor has to provide their E- MAIL id &Contact No:**

**Email: Contact No:**

**For submission of Sealed Tender: 3:00PM on 17.02.2020**

**Opening of Sealed Tenders: 3:10 PM on 17.02.2020**

**The Vice president,  
SBI Infra Management Solutions Pvt. Ltd.  
Ground Floor, Adj to Commercial Branch,  
Bank Street, Koti,  
Hyderabad – 500 095  
040-23466310/46**

**COMPREHENSIVE AMC FOR VARIOUS MAKES OF ACs FOR THE BRANCHES/ OFFICES  
UNDER RBO KARIMNAGAR**

**NOTICE INVITING TENDER (NIT)**

The SBIIMS invites online tenders in two bid systems on behalf of SBI, Hyderabad proposes to enter into the Comprehensive Annual Maintenance Contract (CAMC) for all types & various makes of Air Conditioners of Branches/ Offices under RBO Karimnagar and the Details of tender are as under:

1)	Name of the work	Comprehensive Annual Maintenance Contract (CAMC) for all types & various makes of Air conditioners at Branches/ Offices under RBO Karimnagar.
2)	Eligibility of the contractor	Bidder should have authorization for Minimum Two (2) Brands as mentioned:- Voltas/ Carrier/Hitachi/ Blue Star/ Daikin/ O-General/ Mitsubishi/Panasonic.
3)	Earnest Money Deposit (EMD)	<b>Rs. 10,000/-</b> Drafts/BCs shall be in favour of "SBIIMS, Hyderabad". Payable at Hyderabad. <b>Up load copy of EMD in etender.sbi</b>
4)	Tender Cost	<b>Rs.1,000/-</b> to be paid through State Bank Collect <b>ONLY</b> as detailed under: 1) login <a href="https://www.onlinesbi.com">https://www.onlinesbi.com</a> 2) Select SB Collect from Top Menu, click the check box and "Proceed" 3) Select "All India" in "State of Corporate/Institution" & Select "Commercial Services" in "Type of Corporate/Institution" then "Go" 4) Select "SBI Infra Management Solutions Pvt. Ltd" in Commercial Services Name and "Submit" 5) Select "Tender Application Fee" in "Payment Category" and enter the "Tender ID" exactly as given in first page top of this tender(characters in uppercase only). 6) Fill up all fields such as email, GST No., Mobile No, Vendor/Firm Name etc and make payment. 7) Enclose payment receipt having unique reference Number. along with EMD. 8) <b>Up load copy of tender cost (receipt of SBI collect) in etender.sbi. Offline tender cost will be not acceptable and we will treat it as rejected.</b>
5)	Date and Time where tender forms are available	<b>Up to 17.02.2020, 3:00PM</b> at <a href="https://sbi.co.in/portal/web/home/procurement-news">https://sbi.co.in/portal/web/home/procurement-news</a> and <a href="https://etender.sbi">https://etender.sbi</a>
6)	Last date and time of submission of online Tender	<b>17.02.2020 Up to 3:00PM</b> The tender has to be submitted to <b>THROUGH E-TENDERING PROCESS</b> <b>E-Procurement Technologies Ltd.</b> Executive. Ph: <b>9081000427, 9904407997</b> <b>E-mail: Sujith Nair:- 079-68136857, <a href="mailto:sujith@eptl.in">sujith@eptl.in</a></b> <b>Nadeem Mansuri:- 68136853, <a href="mailto:nadeem@eptl.in">nadeem@eptl.in</a></b> <b>Jaymeet Rathod:-68136829, <a href="mailto:jaymeet.rathod@eptl.in">jaymeet.rathod@eptl.in</a></b> <b>Vinayak Khambe:- 68136835, <a href="mailto:vinayak.k@eptl.in">vinayak.k@eptl.in</a></b>
7)	Place, date &time for submission of e tender Contact person /telephone no/email address.	a) On line submission up to <b>17.02.2020, 3:00PM</b> at <a href="https://etender.sbi">https://etender.sbi</a> b)EMD & Payment Receipt for Tender document Cost are submission to Address: <b>The Vice president,</b>

Signature of the Contractor

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**COMPREHENSIVE AMC FOR VARIOUS MAKES OF ACs FOR THE BRANCHES/ OFFICES  
UNDER RBO KARIMNAGAR**

		<b>SBI Infra Management Solutions Pvt. Ltd.</b> <b>Ground Floor, Beside Commercial branch, SBI LHO Building, Bank Street, Koti, Hyderabad – 500 095</b> <b>On or before 17.02.2020 by 3.00 P.M.</b> Vice President. 040- 23466346. <a href="mailto:vg.reddy@sbi.co.in">vg.reddy@sbi.co.in</a>
8)	Period of contract	<b>The initial period of contract is for 1 year and can be renewable for a further period of 2 years with same terms and conditions, subject to review of satisfactory services at regular intervals and without any increase in the charges.</b>
9)	Payment terms	The amount of CAMC will be paid on quarterly basis after successful completion the satisfactory service during the quarter of service. <b>(No advance payment)</b>
10)	Address of opening of tender	Vice President, SBI Infra Management Solutions Pvt. Ltd., Office, Ground floor, Adj to commercial branch, SBI LHO campus, Bank Street, Koti, Hyderabad – 500 095. Technical Bid of those firms / contractors who do not submit EMD shall be rejected. Representatives of Bidder may be present during opening of Bids. However Bids would be opened even in the absence of any or all the bidder's representatives.
11)	Quantum of Security Deposit (percentage)	Rs 25,000/- by way of DD/BC.
12)	Penalty	Time is the essence of the services. The minor repairs will be completed within 8 hours (i.e. servicing, small repair works, gas filling which does not require any bought out material). The major repair work (PCB & Compressor problems) is to be completed in all respects in Three (3) days from the date of Complaint. In case of any delay beyond 8 hours for minor & 3 days for major repair works, supplier has to arrange standby AC. If fails to arrange standby AC, penalty will be imposed @ 1% of the contract value per day of delay of the particular quarter for particular machine.
13)	Validity period of the tender.	<b>Three (3) Months</b>
14)	Bidder Contact Details.	Bidder to provide following information. 1) Name of Company. 2) Contact Person. 2) Mailing address with Pin Code. 4) Telephone number and Fax number. 5) Mobile Number and E-MAIL.
15)	Electronic Payment	Payment shall be made by way of Electronic fund transfer and the bill will be <b>paid by the Branch</b> . Firm should furnish details of the bank, a/c no, IFSC code
16)	Agency for arranging online bidding.	M/s e-procurement Technologies limited, Ahmedabad. E-tendering guidelines may be obtained from Executive. Ph: <b>9081000427, 9904407997</b> <b>E-mail: Sujith Nair:- 079-68136857, <a href="mailto:sujith@eptl.in">sujith@eptl.in</a></b> <b>Nadeem Mansuri:- 68136853, <a href="mailto:nadeem@eptl.in">nadeem@eptl.in</a></b> <b>Jaymeet Rathod:-68136829, <a href="mailto:jaymeet.rathod@eptl.in">jaymeet.rathod@eptl.in</a></b> <b>Vinayak Khambe:- 68136835, <a href="mailto:vinayak.k@eptl.in">vinayak.k@eptl.in</a></b>

**COMPREHENSIVE AMC FOR VARIOUS MAKES OF ACs FOR THE BRANCHES/ OFFICES  
UNDER RBO KARIMNAGAR**

17)	Any additional Information	The quoted rate should be inclusive of materials, labour, wages, fixtures, transportation, installation, all taxes(excluding GST), wastages, Octroi, machinery, temporary works such as scaffolding, cleaning, overheads, profit, statutory expenses, incidental charges and all related expenses to complete the work
18)	Working time	Contractor has to work round the clock including holidays, for which no extra payment will be paid
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.		

1. Entire tender document, which is downloaded from the website need to be uploaded, failing which tender summarily rejected
2. Scanned copy of Tender cost and EMD must be uploaded and physically the same needs to be submitted at given address within due date of tender
3. The SBIIMS reserves the right to cancel or postpone the tenders at any stage without assigning any reason.
4. Scan copy of valid dealership certificate should be uploaded, failing which tender summarily rejected
5. Scan copy of authorization letter from manufacturer to be uploaded
6. Firm should be visit the website till last date of submission for changes/ corrigendum if any
7. Tender documents found partly or fully modified / altered/ corrected etc shall stand summarily rejected
8. The make of materials should be chosen strictly from the approved makes as given in the tender. Using of the multi brands is not permissible. Single brand should be used for entire project.
9. ANY CLARIFCATIONS SOUGHT AFTER OPENING OF THE TENDERS WILL NOT BE ENTERTAINED AT ANY COST

**VICE PRESIDENT,  
SBIIMS PVT. LTD**

**CHECKLIST OF DOCUMENTS TO BE UPLOADED**

1. Up load entire tender document in pdf format which is downloaded from <https://etender.sbi>
2. Scanned copy of letter of authorization from manufacturer to participate in the tender
3. Scanned copy of Valid dealership certificate
4. Scanned copy of completion certificates/ Experience certificates for similar works.
5. Scanned copy of DD/BC of EMD
6. Scanned copy of GST registration
7. Scanned copy of SBI Collect fee receipt
8. Scanned copies of IT Returns past Three (3) Years

**PART-1 (Envelope-1)**  
**TECHNICAL BID**

**MINIMUM ELIGIBILITY CRITERIA (Mandatory)**

Minimum Eligibility Criteria for Comprehensive Annual Maintenance Contract (CAMC) for all types & various makes of Air Conditioners (Split/ Cassette/ Inverter Split ACS) spread over Karimnagar, Rajanna siricilla District. The vendors who are in the similar line of activities for past seven years in the field of providing CAMC of all types of air conditioners services in PSU, Banks, Insurance, financial institutions and reputed industries only need apply (tender to be submitted in two separate sealed cover system super-scribed as "CAMC for all types & various makes of ACs for the Branches/ offices under RBO Karimnagar, Warangal, Telangana.

1. Dealer should have service centers in Karimnagar/ Warangal/ Telangana.
2. Average annual financial turnover during the last 3 years preceding current financial year ended 31st March'19 should not be less than Rs.1.5 lakhs.
3. Submit copies of work order/ agreement and satisfactory service certificate from the clients
4. Experience of having successfully completed/running similar works in the state of Telangana only during last 7 years ending last day of months previous to the one in which applications(30.08.2019) are invited should be either of the following:-
  - Three similar completed/ running works tonnage refrigerant not less than the 20 TR each site
  - Or
  - Two similar completed/ running works tonnage refrigerant not less than the 25 TR each site
  - Or
  - One similar completed / running works tonnage refrigerant not less than the 40 TR each site
5. Definition of similar works: Applicants should have executed comprehensive annual maintenance works of AC (Split/ Cassette/ Inverter Split ACS) units in Govt Departments/ PSUs / Banks /Financial Institutions/ Reputed Corporate Offices / IT, Pharma & Chemical Industries etc which is acceptable to the SBIIMS (Submit the copy of work order/ agreement and satisfactory service certificate from the Clients).

Note: Bidders has to submit work order/ experience letter from the client and contact no & address of the client.

## **TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR ALL TYPES & VARIOUS MAKES OF ACs**

### **INSTRUCTIONS TO THE TENDERERS**

#### **1.0 Scope of Work**

SBIIMS on behalf of State Bank of India, Hyderabad proposes to enter into the Comprehensive Annual Maintenance Contract (CAMC) for all types & various makes of ACs (Split/ Cassette/ Inverter Split ACS). The Scope of work includes **Repairs / Replacement of Compressor, Repair/Replacement of Fan motors, Repair/ Replacement of Electrical parts, Repair/Replacement of condenser coil and Evaporator coil, Gas charging required during the service and pipe insulation. All replaced parts make shall be of their respective brands.** All the complaints to be attended during the contract period round the clock. The ACs are to be maintained at branches under RBO Karimnagar.

#### **2.0 Tender Documents**

2.1 The work has to be carried out strictly according to the conditions stipulated in tender consisting the following documents and the most workman like manner,

- Instructions to tenderers
- General Conditions of Contract Special Conditions of Contract
- Additional Conditions for Electrical Installation Technical Specifications
- Priced Bid

2.2 The above documents shall be taken as complementary and mutually explanatory of one another but in case of ambiguities or discrepancies, shall take precedence in the order given below :

- Price Bid
- Technical Specifications
- Additional Conditions for Electrical Installation Special Conditions of Contract
- General Conditions of Contract
- Instructions to Tenderers

2.3 The tender documents are not transferable.

3.0 **Site Visit:** The tenderer must obtain himself on his own responsibility and his own expenses all information and data, which may be required for the purpose of filling this tender document and enter into a contract for the satisfactory performance of the work. The Tenderer is requested satisfy himself regarding the availability of water, power, transport and communication facilities, the character quality and quantity of the materials, labour, the law and order situation, climatic conditions local authorities requirement, traffic regulations etc; The tenderer will be fully responsible for considering the financial effect of any or all the factors while submitting his tender.

#### **4.0 Earnest Money**

4.1 The tenderers are requested to submit the Earnest Money as specified in NIT.

4.2 EMD in any other form other than as specified above will not be accepted. Tender not accompanied by the EMD in accordance with clause 4.1 above shall be rejected.

4.3 No interest will be paid on the EMD.

4.4 EMD of unsuccessful tenderers will be refunded within 15 days of award of Contract.

4.5 EMD of successful tenderer will be retained as a part of security deposit.

## **COMPREHENSIVE AMC FOR VARIOUS MAKES OF ACs FOR THE BRANCHES/ OFFICES UNDER RBO KARIMNAGAR**

### **5.0 Initial Security Deposit**

The successful tenderer will have to submit a sum equivalent Rs10,000/- (rupees Ten thousand only) including EMD by means of D/D drawn in favour of SBIIMS, within a period of 7 days of acceptance of tender.

### **6.0 Security Deposit**

6.1 The EMD & ISD of the successful tenderer will be converted into security deposit and the same will be refunded after satisfactory completion of contract period.

6.2 No interest shall be paid to the amount retained with the Bank as Security Deposit.

### **7.0 Signing of Contract Documents**

The successful tenderer shall be bound to implement the contract by signing an agreement and conditions of contract attached herewith within 15 days from the receipt of intimation of acceptance of his tender by the Bank. However, the written acceptance of the tender by the Bank will constitute a binding agreement between the Bank and successful tenderer whether such formal agreement is subsequently entered into or not.

### **8.0 Contract Period**

three year subject to review at quarterly interval for satisfactory services). However successful bidder can terminate the contract after giving 3 months notice in advance. SBIIMS can also terminate the contract after giving one month notice in advance.

### **9.0 Validity of Tender**

Tenders shall remain valid and open for acceptance for a period of 3 (Three) months from the date of opening price bid. If the tenderer withdraws his/her offer during the validity period or makes modifications in his/her original offer which are not acceptance to the Bank without prejudice to any other right or remedy the Bank shall be at liberty to forfeit the EMD.

### **10.0 Penalty**

Time is the essence of the services. The minor repairs will be completed within 8 hours (i.e servicing, small repair works, gas filling which does not require any bought out material). The major repair work (PCB & Compressor problems) is to be completed in all respects in 3 (Three) days from the date of Complaint. In case of any delay beyond 8 hours for minor & 3 days for major repair works, supplier has to arrange standby AC. If fails to arrange standby AC, penalty will be imposed @ 1% of the contract value per day of delay of the particular quarter.

11.1.1 The tenderers shall quote their rates both in words and figures, in case of discrepancy between the rates quoted in words and figures the unit rate quoted in words will prevail.

11.1.2 The tenderers need not quote their rates for which no quantities have been given. In case the tenderers quote their rates for such items those rates will be ignored and will not be considered during execution.

11.1.3 The tenderers should not change the units as specified in the tender. If any unit is changed the tenders would be evaluated as per the original unit and the contractor would be paid accordingly.

The tenderer should not change or modify or delete the description of the item. If any discrepancy is observed he should immediately bring to the knowledge of the Bank.

11.1.4 Each page of the BOQ shall be signed by the authorized person and cutting or overwriting shall be duly attested by him.



**COMPREHENSIVE AMC FOR VARIOUS MAKES OF ACs FOR THE BRANCHES/ OFFICES  
UNDER RBO KARIMNAGAR**

- 11.1.5 Each page shall be totaled and the grand total shall be given.
- 11.1.6 The rate quoted shall be firm and shall include all costs, allowances, excluding of GST
- 12. DETAILS OF PAYMENT:** The amount of CAMC will be paid on quarterly basis after successful completion the satisfactory service during the quarter of service.
13. SBIIMS reserves the right to accept or reject any or all tenders without assigning any reason.
- 14. Contractors to sign in all the pages of the tender and shall be duly Stamped**

**CERTIFICATE OF THE CONTRACTOR:**

I / We read and understood the above conditions and requirements of SBIIMS who are taking up CAMC of ACs on behalf of branches under RBO Karimnagar, State Bank of India and agree to the same.

Place:  
Date :

Signature  
(Name and Address of the Contractor)  
With Seal

**TERMS & CONDITIONS TO THE CAMC SERVICE PROVIDERS:**

1. The comprehensive AMC charges per unit per year will be paid for four services in a year apart from any number of breakdown calls with a response period of 3 hours on receipt of complaint. The scope of work includes water wash for every quarter & filter cleaning as and when required.
2. Failure to repair/service the equipment in question within 8 hours for minor & 3 days for major repairs without justifiable reason or to return the repaired machine within two days at the maximum may attract proportionate deduction. In case of any delay beyond 8 hours for minor & 3 days for major repair works, supplier has to arrange standby AC. If fails to arrange standby AC, penalty will be imposed @ 1% of the contract value per day of delay of the particular quarter.
3. If the work is found unsatisfactory or if the firm dishonours the contract, the job will be entrusted to any other firm /party at the risk/expense of the contractor.
4. The amount of CAMC will be paid on quarterly basis after successful completion the satisfactory service during the quarter of service.
5. The successful bidder has to rectify the faults due to rat bites free of cost.
6. Successful bidder has to handover all the ACs in good running condition before expiring of CAMC contract.
7. The successful bidder has to rectify the faulty condenser, or coil free of cost.
8. The Contractor shall bear all the costs and expenses in respect of all charges, including stamp duty, registration etc. of this agreement and/or any other documents/agreements, which are required to be executed.
9. All necessary tools like vaccum pump, drilling machines, pliers, pressure guage and other essential tools for effective maintenance of the ACs equipments shall be provided by the contractor
10. The contractor / firm shall be held responsible for any misdeeds / misbehavior of their employees within the premises.
11. Since the maintenance works are to be carried at all levels & High, technician should wear necessary proactive gear such as life belts, helmet, gloves, shoes, etc.
12. The bidder should take third party insurance coverage and adequate insurance coverage to the workers for life and limb and the same should be submitted before entering into a agreement.

**COMPREHENSIVE AMC FOR VARIOUS MAKES OF ACs FOR THE BRANCHES/ OFFICES  
UNDER RBO KARIMNAGAR**

**UNDERTAKING TO BE SUBMITTED BY THE CONTRACTORS ALONG WITH THE  
TENDER**

Date:

The Vice President (SBIIMS),  
Ground Floor, Beside Commercial Branch,,  
State Bank of India  
Local Head Office Building,  
Bank Street, Koti,  
Hyderabad.

Dear Sir,

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR ALL  
TYPES & VARIOUS MAKES OR BRANCHES/ OFFICES UNDER RBO  
KARIMNAGAR**

Having examined the **Proposal Documents**, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for Comprehensive Annual Maintenance Contract(CAMC) for the location(s) as specified in the NIT, Hyderabad in conformity with the said Proposal documents for the sum of Rupees.....

..... (Total proposal amount in words and figures) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to complete the work within the stipulated period.

We agree to abide by the Proposal and the rates quoted therein for the contract awarded by the Bank.

Until a formal contract is prepared and executed, this proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

**WE UNDERSTAND THAT SBIIMS RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS WITHOUT ASSIGNING ANY REASON WHATSOEVER THEREOF.**

DATED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 2020

Signature of Contractor in the capacity of  
Duly authorized to sign Proposal for and on behalf of

**ANNEXURE "B"**

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR ALL  
TYPES & VARIOUS MAKES OF ACs**

**NAME AND VALUE OF MAJOR WORKS COMPLETED DURING THE LAST 7  
YEARS**

Sl. No.	Name of Work/pro ject with address	Name & full postal address of the owner. Specify whether Govt. Under taking along with name, address and contact Nos. of - 2-persons (Executive Engineers or top officials of the organization).	Contract in tonnage( copy o f <b>work order</b> & <b>completion</b> <b>certificate</b> from project in-charge)	Stipulated time of contract (months) Enclose clients certificate for satisfactory completion		If the work is left incomplete or terminated(fu rnish reasons)	Remarks
				From	To		

**Notes:**

1. Information has to be filled up specifically in this format. Please do not write remark "As indicated in Brochure /Attached Documents".
2. Date shall be reckoned as on 31.02.2019
3. For certificates, the issuing authority shall not be less than an Executive Engineer or equivalent in charge of the relevant work /project.

Furnish the names of three responsible clients/persons to whom the major works carried out by the applicant with address and telephone number who will be a position to certify about the quality as well as past performance of your organization.

NAME OF THE OFFICIAL	ORGANIZATION & ADDRESS	CONTACT NUMBERS

Date:  
Place:

Signature of the Applicant  
(with seal)

**ANNEXURE "C"**

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR ALL  
TYPES & VARIOUS MAKES OF ACs**

**NAME & VALUE OF OTHER WORKS ON HAND**

Sl no	Name of work/pr oject with address	Name & full postal address of the owner. Specify whether Govt. under taking along with name, address and contact Nos. of -2- persons (Engineers or top officials of the organization)	Contract in tonnage( copy o f <b>work order</b> & <b>completion</b> <b>certificate</b> from project in-charge	Stipulated time of contract (months) Enclose clients certificate for satisfactory completion	Presen t status of the project	Any other relevant information

Notes:

1. Information has to be filled up specifically in this format. Please do not write remark "As indicated in Brochure /enclosed documents".

Date:  
Place:

Signature of the Applicant  
(with seal)

**COMPREHENSIVE AMC FOR VARIOUS MAKES OF ACs FOR THE BRANCHES/ OFFICES  
UNDER RBO KARIMNAGAR**

**FORM OF AGREEMENT**

ARTICLES of AGREEMENT made this \_\_\_\_\_ day of \_\_\_\_\_ year 2020

BETWEEN

**The Chief Manager (CM & CS), RBO Karimnagar, AO Warangal** (Hereinafter referred to as the “Employer/Owner/client” which expression shall, unless excluded by or repugnant to the context, includes its successors and assigns) of the ONE PART

AND

\_\_\_\_\_ (Hereinafter referred to as “Contractor” unless excluded by or repugnant to the context, includes its successors and assigns) of the OTHER PART.

WHEREAS the Employer intends to carry out (\_\_\_\_\_) and shall herein after referred to as “Project”.

AND WHEREAS for the purpose of the above said project, the Employer invited sealed tenders from experienced, resourceful and bonafied contractors vide his Notice Inviting Tender (NO. \_\_\_\_\_ dated. \_\_\_\_\_).

WHEREAS the contractor submitted his Tender Documents containing Notice Inviting Tender, General notes, General Conditions of Contract, Special conditions, Schedule of approximate quantities and rates, Form of Agreement, General Specification, Approved manufacturers/ natural source of materials, Declaration, Technical Specifications as in Schedule of Quantities etc. for the above said project, (Hereinafter collectively referred to as the “said conditions”), duly signed on each page as a token of his acceptance of the same, along with requisite Cost of tender and Earnest Money Deposit

AND WHEREAS out of the Tenders received, the Tender of the contractor was found to be most suitable for the project.

AND WHEREAS the Employer has accordingly issued the work order (\_\_\_\_\_) to the contractor subject to his furnishing the requisite Security Deposit.

AND WHEREAS the Contractor has accepted the aforesaid Work Order vide his letter of acceptance No. \_\_\_\_\_ Dt. \_\_\_\_\_ and has also deposited with the Employer a sum of Rs. \_\_\_\_\_ which with the Earnest Money of RS. \_\_\_\_\_ forms the requisite Security Deposit for **Comprehensive AMC after defects liability period of one Year**. The AMC details are follows:

Comprehensive Annual Maintenance Contract (CAMC) for all types & various makes of Split AC/ Cassette AC (fixed Speed)			
Less than 5 years old	TR/ year	1	
More Than Five (5) years old	TR/ year	1	
Comprehensive Annual Maintenance Contract (CAMC) for			

Signature of the Contractor

**COMPREHENSIVE AMC FOR VARIOUS MAKES OF ACs FOR THE BRANCHES/ OFFICES  
UNDER RBO KARIMNAGAR**

all types & various makes of Inverter Split AC / Inverter Cassette AC			
Less than 5 years old	TR/ year	1	
More Than Five (5) years old	TR/ year	1	

NOW, therefore, it is hereby agreed to and between the parties as follows:

**1) Contract documents**

The following documents shall constitute the Contract Documents.

I. This Article of Agreement.

II. Tender Document submitted by the Contractor including the "said conditions", N.I.T and Schedule of quantity.

III. All correspondence between the Employer and the Contractor from the date of issue of N.I.T and the date of issue of work order.

IV. Work order no. \_\_\_\_\_

**2) The Comprehensive AMC conditions are as follows:**

- a) The comprehensive AMC charges per unit per year will be paid for four services in a year apart from any number of breakdown calls with a response period of 3 hours on receipt of complaint. The scope of work includes water wash for every quarter & filter cleaning as and when required.
- b) Failure to repair/service the equipment in question within 8 hours for minor & 3 days for major repairs without justifiable reason or to return the repaired machine within two days at the maximum may attract proportionate deduction. In case of any delay beyond 8 hours for minor & 3 days for major repair works, supplier has to arrange standby AC. If fails to arrange standby AC, penalty will be imposed @ 1% of the contract value per day of delay of the particular quarter.
- c) If the work is found unsatisfactory or if the firm dishonours the contract, the job will be entrusted to any other firm /party at the risk/expense of the contractor.
- d) The amount of CAMC will be paid on quarterly basis after successful completion the satisfactory service during the quarter of service.
- e) The successful bidder has to rectify the faults due to rat bites free of cost.
- f) Successful bidder has to handover all the ACs in good running condition before expiring of CAMC contract.
- g) The successful bidder has to rectify the faulty condenser, or coil free of cost.
- h) The Contractor shall bear all the costs and expenses in respect of all charges, including stamp duty, registration etc. of this agreement and/or any other documents/agreements, which are required to be executed.
- i) All necessary tools like vaccum pump, drilling machines, pliers, pressure guage and other essential tools for effective maintenance of the ACs equipments shall be provided by the contractor
- j) The contractor / firm shall be held responsible for any misdeeds / misbehavior of their employees within the premises.
- k) Since the maintenance works are to be carried at all levels & High, technician should wear necessary proactive gear such as life belts, helmet, gloves, shoes, etc.
- l) The bidder should take third party insurance coverage and adequate insurance coverage to the workers for life and limb and the same should be submitted before entering into a agreement.

Signature of the Contractor

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**COMPREHENSIVE AMC FOR VARIOUS MAKES OF ACs FOR THE BRANCHES/ OFFICES  
UNDER RBO KARIMNAGAR**

3) Any dispute arising under this agreement shall be referred to the Arbitration in a manner specified in the General Conditions of the Contract and all legal disputes shall be limited within the territorial jurisdiction of the Hyderabad thereto. The decision of the arbitration shall be final and binding on both the parties.

IN WITNESS WHEREOF THE PARTIES to their present have here under set and subscribed their hands, the day, month and year first above written.

Signed and delivered for and on behalf of

State Bank of India, Shri. \_\_\_\_\_ its duly authorized official, In the presence of –

1. (Name and Address)

2. (Name and Address)

Signed and delivered for and on behalf of

The Contractor \_\_\_\_\_ by Shri \_\_\_\_\_ his duly authorized official, in the presence of –

1. (Name and Address)

2. (Name and Address)

**READ, UNDERSTOOD AND ACCEPTED**

**SIGNATURE OF THE CONTRACTOR WITH SEAL  
DATE**



**COMPREHENSIVE AMC FOR VARIOUS MAKES OF ACs FOR THE BRANCHES/ OFFICES  
UNDER RBO KARIMNAGAR**

**PRICE BID**

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR ALL  
TYPES & VARIOUS MAKES OF ACs.**

<b>S. No</b>		<b>Unit</b>	<b>Qty</b>	<b>Rate</b>	<b>Total Amount</b>
<b>1</b>	Comprehensive Annual Maintenance Contract (CAMC) for all types & various makes of Split AC/ Cassette AC ( <b>fixed Speed</b> )				
a	Less than 5 years old	TR/ year	1		
b	More Than Five (5) years old	TR/ year	1		
<b>2</b>	Comprehensive Annual Maintenance Contract (CAMC) for all types & various makes of <b>Inverter Split AC / Inverter Cassette AC</b>				
a	Less than 5 years old	TR/ year	1		
B	More Than Five (5) years old	TR/ year	1		
<b>Total</b>					
<b>Discounts if any</b>					
<b>Grand Total</b>					

**Note:**

1. The amount quoted to be exclusive of GST etc. Per TR for one year CAMC.
2. Amount will be paid on actual tonnage.
3. Vendor has to enter into AMC agreement with the Chief Manager (CM & CS), RBO Karimnagar submit the bill along with the service report to the respective branch

**Important notes before quoting the rates:**

4. The rates quoted by the bidder including AMC while tendering, should be continued.
5. The existing AMC (i.e. already awarded) with other vendors will be continued.
6. The tenderer whose tender is accepted is bound to execute a formal agreement with the Bank in accordance with the draft agreement which will include the notice inviting tender, conditions, other papers therein.
7. Bank will not take any responsibility to provide any material including water / electricity. However, contractor may use the available water / power supply without causing any inconvenience to the Bank functioning.

**Date:**

Place:

**(Signature of the Contractor)**

Signature of the Contractor

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