

THE MAHARASHTRA STATE CO-OP. BANK LTD., MUMBAI
(Incorporating the Vidarbha Co-op. Bank Ltd.)

Scheduled Bank

**Sir Vithaldas Thackersey Memorial Building,
9, Maharashtra Chamber of Commerce Lane,
Fort, Mumbai - 400 001.**

**REQUEST FOR
PROPOSAL (RFP) FOR
COMPREHENSIVE
ANNUAL MAINTENANCE
CONTRACT FOR
AIRCONDITIONERS OF
BRANCHES /OFFICES IN
MUMBAI**

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REQUEST FOR PROPOSAL (RFP)

The Maharashtra state co operative bank ltd invites Request for Proposal (RFP) to appoint & avail services of professionally and financially capable Air-conditioning Supply, Installation, Maintenance, Servicing and Repairing Contractors/Agencies for Comprehensive Annual Maintenance Contract of Airconditioners (Windows, Hiwall, Cassette units, Split Ductable, Packaged Plants and Water Coolers etc.) installed in **The Maharashtra state co operative bank ltd at Branches/Offices in Mumbai**. It is requested to inspect the sites and submit the proposal for providing the aforesaid services in **two-bid system (i.e. technical and price bid separately)** as per enclosed format .

1. The proposal should be submitted in two bid system i.e. **Envelop-I** superscribed as **“Appointment of Agency for Comprehensive Annual Maintenance Contract of Airconditioners installed at Branches/Offices in Mumbai”** and **Envelop-II** superscribed as **" Price Bid for Appointment of Agency for**

Comprehensive Annual Maintenance Contract of Airconditioners installed at Branches/Offices in Mumbai” and both the envelop sealed to be put into the third envelop sealed properly and superscribed as **" Appointment of Agency for Comprehensive Annual Maintenance Contract of Airconditioners installed at Branches/Offices in Mumbai** on or before **18.06.2018** till **05.15 hrs.**

The proposals can be obtained from the following address on payment of **Rs 500/- (incl. of 18% GST)** in the form of Pay order/Demand Draft in the name **The Maharashtra state co operative bank ltd** payable at Mumbai from any Nationalized Bank or Scheduled commercial Bank. The proposal downloaded from website should accompany the tender form fees of **Rs.500/- (incl. of 18% GST)** in the form of Pay order/Demand Draft in the name of **The Maharashtra state co operative bank ltd** payable at Mumbai . . The RFP without tender form fees will be summarily rejected.

SIGN & SEAL OF CONTRACTOR

All communication towards the RFP to be addressed to: -

The Maharashtra state co- operative bank ltd
The Joint Manager,
3rd Floor, Estate & Maintenance Dept.
S.V.T.Marg, M.C.C. Lane, Fort,
Mumbai - 400 001.

The Pre-qualification Bid should be submitted with **Earnest Money Deposit** amounting to **Rs. 25000/-** (Rupees Twenty five Thousand only) in the form of demand draft/pay order of Nationalized Bank or Scheduled Commercial Bank in favour **The Maharashtra state co operative bank ltd** and payable at Mumbai. Proposals without Earnest Money shall be summarily rejected.

1. The sealed Envelop-I i.e. Prequalification Bid will be opened on **19.06.2018** at **3.00 hrs** in the presence of bidders or their representative and Envelop-II i.e. Price Bid will be opened on later date of only prequalified agencies with due information of date & time of opening.
2. The bidders are required to complete the form of proposal, price the schedule of quantities which should be inclusive of manpower, charges towards all services to be rendered, tools, tackles, materials, manpower wages / salaries etc and sign each page of proposal documents before submission.
3. No proposal will be accepted after the expiry of the time notified for receiving proposals under any circumstances whatsoever.
4. Proposal shall remain valid for acceptance for a period of 120 days from the notified last date of proposal submission.
5. The Bank reserves the right to reject any or all proposals received without assignment of any reasons thereof.
6. The Earnest money deposited shall not carry any interest and will be refunded to the unsuccessful bidder/s in one month's time period from the date of opening of Pre-qualification Bids. Earnest money paid by the successful bidder will be retained by the Bank till completion of the work.
7. Proposal should be inclusive of all Taxes, Transportations and Levy's if only.

8. Earnest money paid by Successful bidder shall be forfeited by the Bank if Successful bidder fails to undertake the job after he is communicated about acceptance of his rates.
9. All proposals in which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected.
10. The minimum eligibility criteria have been clarified in technical bid. Agencies fulfilling the criteria will be selected for opening of price bid. Unopened price bid of those not satisfying the criteria will be returned.

Mandatory Criteria for Opening Price Bid:-

- A. Average annual turnover of last three years (Yr.2014-15, Yr.2015-16 and Yr.2016-17) from providing Comprehensive Annual Maintenance Contract for Air-conditioning should be Rs. 11 lakhs or more and the company must have made profit in all the three years. Along with Balance sheet & profit & loss statement, the turnover from Comprehensive AMC contract for Airconditioners should be duly certified by Professional Chartered Accountant (CA).**
- B. Having provided Operation & Maintenance Services for Air-conditioning System comprising of Window AC, Hiwall AC, Split Ductable ACs, Packaged Plants, PACs, Cooling Towers, Water Coolers etc in high rise buildings / similar facilities in PSUs / Financial Institutions / Central Govt. Buildings / Corporate Houses during last 5 years (Experience certificate with work order copies from clients required).**
- C. The agency must have adequate in house infrastructure of experienced diploma Engineers/ ITI Supervisors & AC Technicians on its muster roll.**

DOCUMENTS TO BE SUBMITTED: -

- Copies of Audited balance-sheet and Profit & Loss statement for last 3 years viz; 2014-15, 2015-16 and 2016-2017 duly certified by CA showing Average Annual turnover is not less than **Rs. 11.0** lakhs as per eligibility criterion.
- Goods & Service Tax registration number.
- IT Returns for last 5 years.
- EPF & ESI registration Number.
- Labour License.
- Experience letters from the customers where similar services provided.

The rates quoted in the price bid shall be binding for the entire contract period of three years and also to the extendable period of one year (on sole discretion of the Bank) from the date of award of the contract.

Bidders have to keep checking our website for any additional instructions /Addendum, if any till 48 hours of tender submission time. Bidders who quote tender without attaching tender or the addendum if any will be rejected.

JOINT MANAGER

GENERAL CONDITIONS OF CONTRACT

REQUEST FOR PROPOSAL FOR COMPREHENSIVE ANNUAL MAINTENACE CONTRACT FOR AIRCONDITIONERS IN BRANCHES / OFFICES IN MUMBAI.

General Instructions to Contractor:-

- 1 Safety Regulations: The Successful bidder shall take all necessary precautions while working and to safeguard Bank's property, adjoining and adjacent properties, Bank's employees and traffic persons etc.
- 2 Compliance to local laws: The Successful bidder shall conform to the provisions of any Act of the Legislature relating to the work and to the Regulation of By Laws of any authority of Govt. of Maharashtra and Govt. of India. He shall also obtain permission of the Municipality or any other Authorities if required under the existing rules.
- 3 Vouchers / bills: Successful bidder shall upon the request of the Bank furnish bills, invoices, accounts, receipts and other vouchers for all materials brought on site to prove that the material purchased are as mentioned in the specification.
- 4 Subletting the work: The Successful bidder shall not directly or indirectly sublet the work to other party without written permission from the bank.
5. Distribution of work: The Bank reserve the right to distribute the work for which proposals have been called, among more than one parties, if found necessary. No claim in this respect shall be considered and the Successful bidder agrees to cooperate with other agencies appointed by the bank.
6. Third party damage: The Successful bidder shall be responsible for all injury to persons, animals, building and building structure, any damage to road, streets, and footpaths and shall rectify it at its own cost.
7. Cleaning during the work: The rates quoted shall include regular cleaning of all Window Airconditioners, Condenser Coils, Evaporator Coils, carrying BOD and all Microprocessor control panels and all items covered in the contract. The Successful bidder will ensure keeping the site neat and tidy during work and after completion of works. All garbage created during the course of work will be disposed off immediately at his cost.
8. Conditional proposals: Conditional proposals are liable to be rejected.
9. The Bank reserves the right to accept / reject the lower or any or all proposals in part or in whole without assigning a reason there of.

10. Decision of the Bank shall be final and binding on any matter connected with the work. The matter of any dispute shall be decided after mutual discussions based on the terms and conditions of this contract. However, if the matter cannot be resolved then the same shall be referred to the respected, qualified person in the field agreed to both the parties and his opinion shall be binding on both the parties. However, this is precourse to any legal action in this regard.
11. Incomplete proposals: Incomplete proposals shall be summarily rejected
12. Earnest Money Deposit of successful bidder shall be treated as security deposit. The Successful bidders should pay this amount to the Bank by DD or PO at the time of submission of proposal. This amount shall be retained by the Bank till the work is virtually completed and all amounts relating thereto settled.
- 13 The bidder requested to sign each page of the proposal document and put rubber stamp, seal below his signature. The sealed proposals in an envelope as detailed in the proposal document.
14. If at any point of time during the progress of work, if it is observed that the Successful bidder is not progressing the work with due diligence, care and lagging much behind the schedule or fails to gear up the work despite instructions from the employer (Bank) and as per contract terms & conditions, the Bank reserves the right to terminate the contract within one month notice period. In such case, the Successful bidder shall be liable to pay the employer any extra cost involved for the completion of the said work and will not obstruct any way in completing the work through other agency. After completion of entire work the Successful bidder shall be paid for the actual work executed by him at the quoted rates after deducting any claims, damages. In case of such termination the security deposit held by the Bank will be forfeited.
- 15 All work shall be carried out in a professional workman-like manner to the entire satisfaction of the Bank.
- 16 Transfer of Proposal Documents: Transfer of proposal documents purchased by one intending Successful bidder to another is not permissible.
- 17 **Payment Terms: -The Successful bidder will be paid every four months basis for the services during the preceding months for which he shall submit the bill for the agreed amount latest by 7th of the following month. The Successful bidder has also to submit attendance of the employees duly verified from the Bank's Engineer / Officer along with the bill claimed, Challan of EPF & ESI submitted to the statutory authorities.**
- 18 All persons employed by the Successful bidder for carrying out the work would be deemed to be contractor's employee for all purposes and he shall make regular and full payment to his employees. No liability / responsibility whatsoever on account of persons engaged by the Successful bidder is attributable to the Bank.

- 19 The Successful bidder shall be fully and exclusively liable for the payment of Minimum Wages, EPF, ESI, leaves, etc. The Bank shall not have any liabilities towards non-compliance of any of the laws by the contractor. The personnel deployed will not be treated as employees of the Bank.
- 20 None of the contractor's personnel shall enter into any kind of work other than provided under this contract within the complex.
- 21 The Bank shall not be responsible for any injury or loss of life occurring during the performance of duties in the premises to any personnel deployed by the contractor. Any compensation or expenditure towards treatment for such injury or loss of life shall be borne by the Successful bidder.
- 22 The Successful bidder and his personnel shall cooperate with the security agencies deployed in the premises of the Bank and its properties and shall be thoroughly checked every time they leave the premises by the security personnel at the main gate.
- 23 The contract will be initially for a period of 12 months, which may be further extended at the discretion of the Bank. The contract can be terminated by either party by giving one month's notice. However, the Successful bidder undertakes to continue to discharge his duties and obligations, until a new agency is engaged by the Bank.
- 24 **Applicable Law and Jurisdiction:** The terms of this contract shall be constructed in accordance with the laws of India. All disputes and differences of any kind what so ever arising of or in connection with the contract whether during or after completion of contract shall be deemed to have arisen at Mumbai and only court in Mumbai shall have jurisdiction to determine the same.
- 25 **Dispute Resolution:** The Bank and the Contractor agree that they will first attempt to resolve any disputes regarding this agreement through mutual consultation. However, if such consultations do not result in satisfaction to either party within thirty (30) days after one party has given written notice to the other to commence such consultations, then either party may refer the dispute to arbitration. Any dispute, controversy or claim arising out of or relating to this agreement, or interpretation, breach, termination or invalidity of any term hereof, shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996 with revisions as applicable.

SCOPE OF WORK AND DUTIES

SCOPE OF WORK:

The Successful bidder is supposed to provide qualified and experienced ITI Supervisor & AC technicians for operation, maintenance and servicing the Air-conditioning system. The Annual Maintenance Contract is Comprehensive in nature, which covers services on routine basis & under breakdowns and shifting the ACs in the same premises as decided by the Bank, details as under: -

SUCCESSFUL BIDDERS DUTIES & RESPOSIBILITIES TOWARDS MAINTENANCE & SERVICING OF WINDOW, SPLIT, AND CASSETTE AIR-CONDITIONING UNITS

- All equipments under contract will be serviced during the contract period as per Original Equipment manufacturers check list and service report to be submitted signed by Successful bidder's supervisor every month to the Bank's Officer / Engineer.
- All Breakdown calls will be attended during the Contract period including Bank's holidays, Saturdays & Sundays.
- Safety controls such as pressure cut outs will be tested for proper functioning.
- Air filters will be inspected and cleaned.
- Cooling coil will be inspected and cleaned bi-monthly.
- The blower motor will be checked and any defects noticed will be attended.
- The driver section of the blower section will be inspected, belt tension adjusted and belts changed if necessary.
- All defects in the electrical items and control wiring will be attended.
- Refrigerant gas will be topped up in the system as and when required.

- Making arrangement with all OEM (original equipment manufacturers) like Voltas, Blue Star, Hitachi for spares/consumables for the Airconditioners under the scope of contract.
- To update the records of Airconditioners time to time whenever new AC is provided OR AC is written off from the books of the Bank.
- Shifting of ACs as desired by the Bank in the same premises.

BANK'S RESPONSIBILITIES: -

- Repairs due to corrosion of equipments.
- Electrical cabling, Electrical switch board and electrical accessories connected with main incomer to the system.
- Insulation, False ceiling work and painting thereof.

- Fine filters and HEPA filters.
 - Replacement of condenser coils and evaporator coils.
 - Shifting of ACs to outside premises.
 - Electrical contractors, relays, timers, PCBs, control circuits, wiring & Remote of units.

 - The compressor will be checked for its proper functioning and if any defect is found, the same will be repaired / replaced. If the Compressor is under warranty then the successful bidder will carry out the replacement free of cost to the Bank and for compressor not under warranty, the cost of replacement will be borne by the Bank. All replacement to compressor must be accompanied by a certificate from the Original Compressor manufacturer, to the effect that the said compressor is repaired at their authorized repair centre; further the compressor shall also carry a warranty certificate of not less than 36 months.
- 5. Equipments and materials required:**
- All tools and cleaning materials required shall be arranged by the contractor.

Additional conditions

- 1. The vendor shall adhere to Minimum Wages ACT and all other rules & regulations complying to Labour Laws, directives / circulars issued by Asst. Labour Commissioner (Central Govt.)**
- 2. The vendor will have to make payment to workers / employees through Account payee cheque preferably opening account at any Branch of Union Bank of India.**
- 3. The payment to the vendors will be made only after he has made payment to the workers / employees.**
- 4. All the eligible workers / employees shall be registered and covered under EPF, ESI. Submission of statement of EPF & ESI for every month is compulsory without which Quarterly payment to the vendor will not be released.**
- 5. The vendor shall be having Labour Licence from the “Asst.Labour Commissioner (Central Govt)” at the time of execution of the contract valid for the complete contract period.**
- 6. The employees and the workers of the vendor shall be carrying out the duties as assigned without indulging in any other activities. The movement of workers / employees shall be restricted to the area of work and he/she should not visit any other floors / offices. If found such worker / employee shall removed from the site.**
- 7. Payment will not be effected to the vendor unless and until submission of service reports of the Air conditioners which are attended in the quarter period with details of locations duly signed by the Officer in charge / resident of the flat where the maintenance is carried out.**

The Maharashtra state Co-operative bank Ltd.

MUMBAI – -----

PRE-QUALIFICATION OF AGENCY

General information of the Agency who provide professional services for carrying out Comprehensive Annual Maintenance Contract of Air conditioners. Intending agencies are requested to furnish details about their firm, technical experience, competence and evidence of their financial standing as per enclosed Proforma for considering their names for proposed work.

1. Selection of the agency will be based on the ability and competence required for good quality jobs to be performed by them.
2. If the space provided in the Proforma is insufficient for giving full details, the same may be given on a separate sheet of paper.
3. Information furnished to Bank will be kept as strictly confidential.
4. Decision of the Maharashtra state Co operative bank Ltd regarding selection of the agency for the proposed work will be final and binding and no further correspondence will be entertained. Only the pre-qualified agencies will be informed about opening of price bid date.
5. Intending agencies are requested to read carefully before filling the particulars in the Proforma.
6. Incomplete applications will not be considered.
7. Information / details furnished by selected party, if found to be false at any time in future or any information affecting selection is willingly / unwillingly withheld, if come to the notice of the Bank at any point of time, the party's selected can be cancelled immediately.
8. Where copies are required to be furnished, these should be certified copies.
9. Application form is not transferable.

MARKING SYSTEMS FOR EVALUATION

1)	Clients Category	Nos.	Marks obtained
a)	Private Organization	5	
b)	Govt. Organization	10	
c)	MSC BANK	15	
D)	All above Organization	20	
2)	Number of Client		
a)	up to 5	5	
b)	up to 15	10	
c)	up to 20	20	
D)	up to 25	25	
3)	Work done in last 3 years		
a)	up to 25 thousand	5	
b)	up to 50 thousand	10	
c)	up to 1 lakh	20	
D)	up to 3 lakhs	25	
e)	more than 3 lakhs	30	
4)	Number of Technician		
a)	up to 10	5	
b)	up to 15	10	
c)	up to 20	20	
D)	up to 25	25	
e)	more than 25	3	
5)	Turnover of last 5 years		
a)	up to 2 lakhs	5	
b)	up to 5 lakhs	10	
c)	up to 7 lakhs	20	
D)	up to 10 lakhs	25	
e)	more than 10 lakhs	30	

DECLARATION

1. I / We have read the instructions appended to the Proforma and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Maharashtra state Co operative bank, on the basis of the information given by me / us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences.

2. I / We agree that the decision of Maharashtra state Co operative bank in selection of agencies will be final and binding to me / us.

3. All the information furnished by me hereunder is correct to the best of my knowledge and belief.

4. I / We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.

5. I / We agree that I / We have not applied in the name of sister concern for the subject empanelment process.

Place :

SIGNATURE

Date :

NAME & DESIGNATION

SEAL OF ORGANISATION

Tender format

TECHNICAL BID :-

Comprehensive Annual maintenance contract of 1,1.5,2.0 ton split / window & 3 ton cassette Air Condition Machines for our Bank.

Sr. No.	Particulars	Details
1	Name of Company	
2	Address with Phone number & Contact Person.	
3	Address & Tele. No. of Service Centers in Mumbai.	
4	No of Engineers in the company.	
5	Sales Tax No.	
	GST Number.	
	(Pl. attached zerox copy)	
6	PAN No.	
	(Pl. attached zerox copy)	
7	Income tax returns & Certified Balance Sheet for last 3 years. (2014-15, 2015-16 &2016-17)	
8	List of clients with name of person, address & contact No. (Pl. attached separate List with copy of work order.)	
9	Company registration copy. License to Business (Pl. attached zerox copy of License)	

COMMERCIAL BID :-

Comprehensive Annual maintenance contract of 1,1.5,2.0 ton split/ window & 3 ton cassette Air Condition Machines for our Bank.

Sr. No.	Description	Details			
1	Period of AMC (3 Years)	01.04.2018 to 31.03.2021			
2	Frequency of Service	Bi - monthly Service Total six services in year and any number of breakdown calls should be attended promptly free of cost.			
3	Period for Breakdown call will be attended	Within 4 hours			
4	AMC Inclusive	Supply of all material spares, replacement / repairs of compressor from OEM's, gas charging, air filter, electrical parts, servicing, overhauling, greasing, starting relay, overload protector, wiring repairs, motor rewinding with bush and shaft, tapes including handling charges, blower motor / outdoor fan motor, remote set repairs, digital scanner, piping, insulation and spares of outdoor / indoor units replacement etc., complete in all respects, for ensuring the desired levels of cooling.			
5	List of Spare parts not included in AMC (Pl. quote rates including Taxes if any)	1) Rs..... 2) Rs..... 3) Rs..... 4) Rs.....			
6	Payment	After every two months payment will be made on receipt of bill along with original service reports for bio-monthly service and proper authentication.			
Sr. No.	Details of A.C Units	Capacity in ton	Rate per Unit Rs.	Qty	Total Amount for Quantity Rs.
1	Window AC Units	1 Tr.		04	
2	Window AC Units	1.5 Tr.		45	
3	Window AC Units	2 Tr.		18	
4	Split AC Units	1 Tr.		10	
5	Split AC Units	1.5 Tr.		101	
6	Split AC Units	2 Tr.		36	
7	Cassette AC Units	2 Tr.		05	
	Total			219	

Details regarding the 219 machines at present location, number of units and contact numbers are attached in **Annexure- "A"**

I agree all terms & conditions mentioned in tender.

Seal & Signature of Contractor