



भारतीय बैंक प्रबंधन संस्थान
Indian Institute of Bank Management
Jawahar Nagar, Khanapara, Guwahati -781022
Website: www.iibm.ac.in E-mail : iibm.ghy@gmail.com
<https://rbi.org.in/Scripts/OtherLink.aspx>

LIMITED TENDER NOTICE

The India Institute of Bank Management (IIBM) Guwahati invites tender from the empanelled contractor of IIBM/RBI/SBI for AMC of Air Conditioners of the Institute. Tenders will be issued from June 17, 2026 (on working days 10.00 hrs to 5.00 hrs). Applications forms (in duplicate) duly filled and enclosed in a sealed cover addressed to Director, should be submitted on or before 05.00 PM of 29/06/2026. Tender papers will be opened on the same day in presence of the tenderers or their authorised representatives. The Institute reserves the right to reject any or all the application without assigning any reason thereof.

Sd/-
Director

**NOTICE INVITING LIMITED TENDER FOR
AMC for Air Conditioners at IIBM, Guwahati
15 July, 2026 to 14 July 2027**

**INDIAN INSTITUTE OF BANK MANAGEMENT
KHANAPARA, GUWAHATI – 781022.**

Website: www.iibm.ac.in

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|---|--|
| Website | https:// iibm.ac.in |
| Address: | Jawahar Nagar Khanapara Guwahati-781022 |
| Earnest Money Deposit (Rs.) | Nil |
| Contact Details | Director +91 9365973840 |
| Last date and time for submission of Bids | June 29, 2026 at 5.00 PM |
| Date and time for opening of Bids | June 30, 2026 at 5.00PM |

Notice Inviting Tender

1. Indian Institute of Bank Management (IIBM), intends to invite tender for AMC for Air Conditioners at IIBM, Guwahati for period 15 July, 2026 to 14 July, 2027 and renewal for one/two years based on satisfactory performance and solely at the discretion of IIBM.
2. The Scope of Works and the services to be provided are detailed separately in the tender. Bidders are advised to go through the tender documents carefully before quoting the rates. The tenderers are advised to visit the office site, conduct survey of the existing conditions so as to familiarize themselves with the nature and scope of works to be carried out and get all clarifications as necessary from IIBM before quoting their rates.
3. The tender shall be filled as per instructions mentioned in this tender document, and terms & conditions prescribed in this tender document. No other Terms & Conditions should be there in the bid. If any Terms & Conditions are stipulated in the tender document, the tender shall summarily be rejected.
4. Tenders which do not fulfill all or any of the IIBM's terms & conditions or are incomplete in any respect and tenders with the tenderer's own conditions other than those specified by IIBM, are liable to be rejected.
5. Any discrepancies, omissions, ambiguities in the Tender Documents, if any, or any doubt as to their meaning should be reported in writing to the "The Director, Indian Institute of Bank Management (IIBM)" who will review the same and if information sought are not clearly indicated or specified, IIBM will issue clarifications to all the tenderers, which will become part of the Contract Document. IIBM will not be responsible if the discrepancies, omissions, ambiguities in the Tender Documents or any doubts as to their meaning are not brought to the notice of IIBM.
6. The Performance Security (Bank Guarantee) / Initial Security Deposit in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any nationalised commercial bank, shall be 10% of the contract value of the Tender to be deposited by the vendor within 15 days of intimation of acceptance of his Tender. A specimen of the Bank Guarantee in lieu of Performance Security is enclosed.
7. Performance security shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the successful bidder, including warranty obligations, if any. The Security is liable to be forfeited in case the vendor/contractor commits breach of any of the terms and conditions of the contract or fail to complete the work or deliver the goods/services. If the successful bidder fails to deploy the workers provided to him or commence the services/works within a month, the prescribed time limit or fails to execute the agreement within one month, the Performance Security will be forfeited.
8. No interest, whatsoever, will be paid on the Performance Security Deposit.
9. The validity of the offer should be 90 days from the date of opening of bids. However, the rates quoted by the successful bidder would remain firm until the end of the contract/renewal period whichever is applicable. The rates quoted by the bidder/vendor should comprise of Base Rate per unit including GST (as applicable)
10. This Notice Inviting Tender (NIT) shall also form part of the Tender Enquiry.
11. The tender document of the firms who fulfill the eligibility criteria will be considered for evaluation and only their price bids will be opened.
12. All documents that comprise the tender should be signed and stamped by the bidder/vendor, as a token of acceptance of the terms and conditions specified in the tender.
13. IIBM reserves the right to accept or reject any tender, in whole or in part of any firm / firms without assigning any reasons whatsoever and it is not binding on the part of the IIBM to accept the lowest (L1) of any tender. Failure to select a bidder by IIBM shall not make IIBM liable to pay claim.
14. IIBM reserves the right to change/modify/amend any or all provisions of the tender document. Such revision/amendment or corrigendum/addendum, if any, will be made available on IIBM's website only.

15. IIBM reserves the right to reject any particular bid or all the bids without assigning any reason whatsoever.

Yours faithfully

(Nagen Kalita)
Chief Administrative Officer

AMC for Air Conditioners at IIBM, Guwahati

Scope of work

1. The successful tenderer shall be in a position to provide Annual Maintenance Services for Air conditioners of such quantities as indicated in the BoQ, as changes according to the requirements of IIBM, Guwahati which shall **include replacement of all spares except compressors.**
2. Annual Maintenance Service Contract shall include **preventive maintenance, periodical servicing, break down servicing,** immediate resolution of the complaints, etc.

Preventive maintenance (every 3 months)

- Cleaning/Replacement of filter.
 - Checking operation of the controls of the Air -conditioners such as selector switch, thermostat, relays, remote control etc.
 - Checking air flow through the supply air grill, return air grill, condenser
 - Checking operation of the voltage stabilizer and back up electrical power outlet/MCB.
 - Checking operation of the drive motors and fans
3. Periodic operational servicing shall be done on **quarterly basis** which includes **cleaning of filters, external unit and other related activities.**
 - Cleaning the condenser and evaporator coils with suitable detergent/chemical solution and flushing with high pressure jet of water.
 - Greasing of blower motors and all moving parts.
 - prevention of rusting of units.
 4. In the case of delay in attending to the complaints, penalty at the following rates will be levied
 - (a) Delay of upto 24 hours - Rs.50 per unit per day
 - (b) Delay in excess of 24 hours and - Rs.100 per unit/day upto 72 hrs
 - (c) Delay in excess of 72 hours - Rs. 150 per unit/day
 5. Successful bidder shall submit service report for preventive and periodic servicing immediately after the work and attach a copy of it along with the quarterly bill.
 6. Resolution of the complaints shall be done immediately, and such entries shall be maintained in the complaint register.
 7. Based on the requirements of the IIBM, the vendor shall deploy adequate labour during the high-end programs, training programs, etc. which may be held during any period of the year, including public holidays and Sundays.
 8. Successful bidder shall take care to **refill the gas as per the original gas filled in the device. Refilling of the gas is covered under the AMC and no additional charges will be paid for the work except in case of replacement of the compressor** which is not covered in the scope of the AMC.
 9. Standalone ACs (Cassette/ Split).

List of AC Unit proposed to give under AMC

| SI No. | Type of AC machine | Capacity in TR | No of Unit |
|--------|----------------------------|----------------|------------|
| 1 | Daikan- Split | 2 | 2 |
| 2 | Voltas- Split | 1.5 | 45 |
| 3 | Voltas- Split | 2 | 3 |
| 4 | Panasonic inverter - Split | 1.5 | 2 |
| 5 | Haier -Cassette | 2 | 6 |
| 6 | Voltas -Slim line | 2 | 6 |

(Seal & Signature of Bidder)

Date

Place

AMC for Air Conditioners at IIBM, Guwahati Instructions to Bidder/Vendor and

General Conditions of Contract

1. Any additional/different terms & conditions proposed by the bidder shall be treated as rejected unless expressly assented in writing by IIBM.
2. The bidder explicitly acknowledges that they are experts and fully competent in executing the work involved in the provision of the tendered job and accepts the responsibilities for the performance of all provisions and terms and conditions of the tendered job.
3. Any response or Communications whatsoever from the bidder received after the last date/time shall be strictly treated as invalid unless called for by IIBM.
4. No expense incurred by the bidder in the preparation of the Bid against the present tender enquiry shall be borne by IIBM.
5. The technical & financial specifications of all the works/goods/services should comply with but not limited to the minimum criteria given under the relevant section of this tender, if any. IIBM reserves the right to accept or reject any tender based on deviations (as per the discretion of IIBM), if any, from the technical specifications.
6. The attention is drawn to the fact that rates for each and every item should be correct, workable, and self-supporting. The quantities in the schedule of quantities approximately indicate the total extent of work but may vary to any extent and may even be omitted thus altering the aggregate value of the Contract. No claim shall be entertained on this account.
7. The Contractor shall not be entitled to any compensation for any loss suffered by him on account of delay in commencing or executing the work, whatever the cause of delay may be, including delay arising out of modification to the work entrusted to him or in any sub-contract connected therewith or delay in awarding contracts for other trades of the project or in commencement or completion of such works or for any other reason whatsoever and the IIBM shall not be liable for any claim in respect thereof.
8. The IIBM does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.
9. The timeliness and scheduling for delivery or completion of services shall be strictly adhered to and shall be deemed to be the essence of the contract. For reasons other than those beyond Contractor's control and is not as per specification agreed to or if the time schedule is not adhered to and the job is delayed during delivery, inter alia, IIBM shall be entitled to exercise relevant clause of contract regarding Termination for Default.
10. The Contractor or his authorised representative should visit the site frequently as required by IIBM and meet officials for clarifications and to receive instructions.
11. Contract document, where necessary, should be executed within 15 days of the issue of letter of acceptance. Non-fulfilment of this condition of executing a contract by the contractor or the Bank would constitute sufficient ground for annulment of the award and forfeiture of the EMD, if any.

12. Installation / Implementation Experience:

The Bidder must have experience, in last three years, of relates services/goods/works mentioned in Schedule of Quantities.

Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. IIBM reserves the right to verify /evaluate the claims made by the Bidder independently. Non-compliance of any of the criteria will entail rejection of the order.

13. Validity period of the TENDER:

The Bid shall remain open for acceptance by IIBM for a **period of 90 days from the date of opening of bids**. The period may be extended by mutual agreement and the Bidder shall not cancel or withdraw the 'Bid' during this period.

The Bidder must use only the formats prescribed in "Tender Document" to fill in the Bid.

The 'Bid' must be filled in English and the amounts should be in both figures and words. If any of the documents is missing or unsigned, the 'Bid' will be considered invalid and rejected by IIBM at its discretion.

14. **Signatory:**

Each page of the Technical and Commercial Offer should be signed and sealed by authorized person or persons submitting the 'Bid' in token of Bidder having acquainted himself with the Tender Document and its General Conditions of Contract, Specifications, etc., as laid down.

15. **Indemnity:**

The successful Bidder, at its own expenses, shall indemnify, protect and save, and hold harmless IIBM, its officials, agents, servants and employees from and against all claims, demands, liability of any nature or kind, losses, costs, damages, expenses, action suits and other proceedings (including attorney fees) including third party claims, relating to or resulting directly or indirectly from (i) an act or omission of the Contractor, its employees or its agents in the performance of the services provided by this contract, (ii) breach of any of the terms of this Tender or breach of any representation or warranty by the Contractor, (iii) use of the deliverables and or services provided by the Contractor, (iv) Infringement of any patent, trademarks, copyrights etc., or such other statutory infringements in respect of all components provided to fulfill the scope of this project or claims under Labour Laws including wages, salary, remuneration, compensation, etc.

The Bidder shall further indemnify IIBM against any loss or damage to IIBM's premises or property, IIBM's data, loss of life, etc., due to the acts of the Bidder's employees or representatives. **The successful Bidder is required to submit a "Letter of indemnity and undertaking" as per the prescribed format within 15 (fifteen) days of the Award of Tender.**

16. **Import Obligations:**

In the event of it being necessary to import any materials of foreign manufacture, the Bidder should obtain the same against his own normal license quota and should not look to IIBM for any assistance whatsoever for such procurement.

17. **Terms of Payment**

Payment will be made by IIBM based on bill submitted by the Contractor and certified by the concerned Administrative Officer/authorised official to the effect that the complaints recorded in the Register are attended to as per the scope of the work. The Contractor has to get the signature of the ACT/authorised official after completion of the respective work on the formats given for respective work and should submit all these with the bill. Bills for maintenance and repair works should be raised separately.

No additional payment shall be made if the Contractor keeps more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per the contract provisions.

18. **Terms of Payment and Retention Money Deposit:**

Payment under this contract shall be made as follows:

- a. Payment will be made on quarterly basis against submission of GST invoice, satisfactory service reports and fulfilment of any other Terms & Conditions stipulated by IIBM or any other law in force.
- b. The total retention money / Performance Bank Guarantee shall be 5% of contract value and will not bear any interest thereon.

19. **Agreement:**

The issue of letter of award of work by IIBM shall be construed as a binding contract.

20. Confidentiality:

The Bidder shall ensure that complete confidentiality is maintained by them and all its personnel, with regard to all information relating to IIBM. Unless required under law, the Bidder assures IIBM that neither the Bidder nor any of its personnel shall at any time divulge, disclose or make known to any third parties any business process or date, trust, accounts, matters or transactions whatsoever pertaining to IIBM.

The details of the proposed service shall be treated as confidential information between IIBM and Bidder. Any such information shall not be passed on in part or in full to any third party without IIBM's prior written approval.

21. Settlement of disputes by Arbitration:

The bid and any contract resulting therefrom shall be governed by and construed according to the Indian Laws.

All settlement of disputes or differences whatsoever, arising between IIBM and the Bidder out of or in connection to the construction, meaning and operation or effect of this bid or in the discharge of any obligation arising under this bid whether during the course of execution of the order or after completion and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably between the IIBM's representative and the Bidder's representative.

In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then such unsettled dispute or difference shall be referred to arbitration by sole arbitrator mutually agreed in accordance with the Arbitration and Conciliation Act, 1996. If no agreement is arrived at within 15 days from the date of notice as to who shall be the sole arbitrator, IIBM shall send to the Bidder a panel of three names of persons who shall be presently unconnected with IIBM or the Bidder. The Bidder shall on receipt of the names as aforesaid, select any one of persons so named to be appointed as sole arbitrator and communicate his name to IIBM within 15 days of receipt of the names. IIBM shall thereupon without delay appoint the said person as the sole arbitrator. If the Bidder fails to select the person as sole arbitrator within 30 days of receipt of the notice from panel and inform IIBM accordingly, IIBM shall be entitled to appoint one of the persons from the panel as sole arbitrator and communicate his name to the Bidder. If the person so appointed is unable or unwilling to act or refuses his appointment or vacates his office due to any reason whatsoever; another person shall be appointed by IIBM from the above list of persons.

The venue of the arbitration shall be at Guwahati and the language of arbitration shall be English. The award of Arbitration shall be final and binding on both the parties.

Work under the contract shall be continued by the Bidder during the arbitration Proceedings unless otherwise directed in writing by IIBM, or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those which are otherwise explicitly provided in the contract, no payment due or payable by IIBM to the Bidder shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.

22. Order cancellation

IIBM reserves its right to cancel the entire/unexecuted part of the contract at any time by assigning appropriate reasons. In addition to the cancellation of the contract, IIBM reserves the right to forfeit the RMD / invoke PBG given by the Bidder towards performance of the contract.

23. Right to Accept or Reject the Quotation

IIBM does not bind itself to accept the lowest bid or any or all Bids and reserves to itself the right to accept or reject any or all the 'Bids', either in whole or in part without assigning any reasons for doing so.

24. **Right to Alteration**

IIBM reserves the right to alter quantities / Scope of Work / assign additions to services and/or works on the same terms and conditions and prices and costs including service charges upto 15% to be paid extra at the discretion of IIBM.

25. **Force Majeure**

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by Force Majeure.

For the purpose of this clause. "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earthquake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the parties shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding the above, the decision of IIBM shall be final and binding on the Bidder.

26. **Evaluation Process**

Only Bids received on or before the stipulated date and time for responding to the Tender will be considered for further evaluation. The evaluation process will include scrutiny of proposal to ensure that the Bidder meets the eligibility criteria, compliance to functional & technical requirement, presentations, demonstrations etc.

From the technically qualified bids, the Bidders will be shortlisted for commercial evaluation.

The final decision regarding selection of the Bidder will be taken by IIBM after technical as well as commercial bids preferred by the bidders. The implementation of the project will commence upon successful negotiation of a contract between IIBM and the selected Bidder. **IIBM reserves the right to reject any or all proposals fully or partially.**

Similarly, IIBM reserves the right to include or not to include any Bidder in the final shortlist.

The bidder will submit a certificate as per format, on the letterhead and duly signed by Authorized signatory. This certificate will also form part of the Technical Offer.

IIBM may accept or reject any or all responses to this request for Tender in its discretion or may ask for any additional information from the bidders. IIBM may also vary its requirements, add to, or amend the terms, procedure and protocol set out in this request for Tender for bona fide reasons, which will be notified to all through notice on its website. Further, IIBM hereby reserves the right to annul the Tender process at any time prior to the contract award without incurring any liability towards the bidders.

Responsibility for Employees:

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct. The Contractor shall be responsible for and shall assume all risk and liabilities relating to its personnel and property.

27. **Assignment:**

The Contractor shall not assign, transfer, pledge or make other dispositions of this contract or any part thereof, or any of the Contractor's rights, claims or obligations under this 'contract except with the prior written consent of IIBM.

28. **Subcontracting:**

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of IIBM for all sub-contractors. The approval of IIBM of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

29. **Insurance and Liability:**

The Contractor shall provide and thereafter maintain insurance against all risks (CAR) in respect of its property and any equipment used for the execution of this Contract. The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury, disability or death in connection with this Contract.

The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract.

The Contractor shall carry and maintain any and all other insurance/s which may be required under any law or regulation from time to time without any extra cost to the Bank. The Contractor shall also carry and maintain any other insurance which may be required by the Bank.

30. **Termination:**

IIBM may terminate the Contract at any time by providing written notice to the Contractor without having to provide any justification therefor. In the event of any termination of the Contract, no payment shall be due from IIBM to the Contractor except for the services satisfactorily provided to IIBM in accordance with the requirements of the Contractor.

Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the contractor, or loses substantially the technical or financial capability (based on which he was selected for award), at any time, IIBM may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform IIBM of the occurrence of any of the above events.

31. **Termination/Cancellation for Default:**

Without prejudice to any other right or remedy which IIBM may have in respect thereof under the Contract, upon the occurrence of an Event of Default the IIBM shall be entitled to terminate the Contract in whole or in part if the contractor (a) fails to deliver within the specified time and/or (b) does not perform any other obligation under the contract. Upon cancellation of contract, the performance security deposited by contractor should be forfeited.

Before issuing the Termination Notice, IIBM shall by a notice in writing inform the Contractor of its intention to issue the Termination Notice (the Preliminary Notice). In case the underlying breach/default is not resolved within a period of thirty (30) days from the date of the Preliminary Notice, IIBM shall be entitled to terminate the Contract by issuing the Termination Notice.

32. **Termination for Convenience:**

If owing to some unforeseen circumstances, the IIBM+ is required to cancel the contract for its own convenience, a notice is required to be sent to the contractor. In such an eventuality, the contractor should be persuaded to acquiesce. The supplier may have to be suitably compensated on mutually agreed terms.

33. **Exit:**

For first three months of trial period, if the services of the Contractor are not found to be satisfactory, the

contractor will be given a notice, with a notice period of 30 days, to improve his services. If the contractor fails to improve his services within the Notice Period, IIBM shall have the discretion to terminate the contract either in part or in whole, any day after the expiry of the said notice period.

34. Non-Exclusivity:

Unless otherwise specified in the Contract, IIBM shall have no obligation to purchase any minimum quantities of goods or services from the Contractor, and IIBM shall have no limitation on its right to obtain goods or services of the same kind, quality and quantity described in the contract, from any other source at any time.

35. Modifications in Contract:

All modifications leading to changes in the contract with respect to technical or commercial aspects including terms of completion period shall be considered valid only when amendment to the Contract is issued by the Employer, i.e. IIBM. The modification or amendment of the contract for an adjustment in the contract price and/or completion date in accordance with the applicable provision of the contract, if any, shall be subject to mutual agreement. IIBM shall not be bound by any printed conditions or provisions in the Contractor's bid forms or acknowledgement of contract and other documents which is meant to impose any condition at variance with or supplemental to contract.

36. Complying with Regulations:

Throughout the execution of the work, the Contractor shall comply with the requirements of all applicable laws and regulations, bye laws or orders made thereunder and to the requirements of public, municipal and other authorities in any way affecting or applicable to the work. The Bank shall, when requested by the Contractor, give all reasonable assistance to the Contractor in obtaining information concerning local conditions.

37. Workmen's Compensation:

The Contractor shall remain liable for the payments of all wages or other money to his employees or labourers under the Minimum Wages Act, Payment of Wages Act, Employees Liability Act, Workmen's Compensation Act, PF and ESI Act or any other enactments and rules made applicable from time to time. The Contractor shall also comply with the provisions of the Apprenticeship Act, Contract Labour Regulation and Abolition Act and the Rules and Orders issued thereunder from time to time. The Contractor shall be liable to pay the wages directly to the workmen employed by him on the works.

The Contractor shall at all times indemnify the Employer against all claims for compensation under the provision of the Women's Compensation Act, 1923 (VIII of 1923) or any other law for the time being in force by or in respect of any workmen employed by the Contractor in carrying out the contract and against all costs and expenses incurred by the employer in connection therewith and without prejudice to any other means of recovery, the Employer shall be entitled to deduct from any money due to become due to the Contractor whether under this contract or any other contract all moneys paid or payable by the Employer by way of compensation aforesaid or for costs or expenses in connection with any claim thereto and the contractor shall abide by the decision of the Employer as to the sum payable by the Contract, under the provisions of this clause.

38. Accident or Injury to Workmen:

The Employer shall not be liable for or in respect of any damages or compensation payable as per or otherwise in respect of or in consequence of any accident or injury to any workmen or other persons in the employment of the contractor or any Sub-Contractor and the Contractor shall indemnify and keep indemnified the Employer against all such damages and compensation and against all claims, demands, proceedings, cost, charges and expenses whatsoever in respect thereof in relation thereto. The Contractor shall forthwith report all accidents and injuries as a result of his contractual work to the Employer or his representative.

39. Disclaimer Clause:

- a) The tender/RFP is neither an agreement nor an offer and is only an invitation by IIBM to the

interested parties for submission of their bids/ offers.

- b) The information contained in this document or information provided subsequently to the bidders whether verbally or in documentary form by or on behalf of IIBM is provided to the bidders on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.
 - c) The purpose of this Tender/RFP is to provide the bidders with information to assist the formulation of their bids/ proposals. This Tender/RFP does not claim to contain all the information each bidder may require. Each bidder should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Tender/RFP and, wherever necessary, may obtain independent advice.
 - d) IIBM makes no assertion or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. IIBM may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
40. Rejection of Bids/Re-tendering: IIBM may cancel the process of procurement or reject all the bids at any time before intimating acceptance of successful bid under any of the circumstances mentioned below:
- a) Effective competition is lacking;
 - b) If the quantity and quality of requirements have changed substantially or there is an un-rectifiable infirmity in the bidding process;
 - c) All bids and proposals are not substantially responsive to the requirements of the bidding documents;
 - d) The prices quoted in the bids/ proposals are substantially higher than the estimated cost or the available budget;
 - e) None of the technical proposals meet the minimum technical qualifying score;
 - f) When the bidder whose bid has been found to be the lowest evaluated bid, withdraws or whose bid has been accepted, fails to sign the procurement contract as may be required, or fails to provide the security as may be required for the performance of the contract or otherwise withdraws from the procurement process.
41. Operation of Option Clause: The IIBM reserves the right to increase/ decrease the ordered quantity by 25 per cent at any time, till final delivery (or the extended delivery), by giving reasonable notice even though the quantity ordered initially has been supplied in full before the last date of the delivery (or the extended delivery).
42. Closure of Contract: The contract shall be closed on due performance of obligations of both the contractor and the Bank. Before making final payment or releasing the performance security/ bank guarantee, the CA will satisfy itself that all the supplies have been received as per the specifications, the stores/ articles/ facilities provided to the contractor have been taken back and that there is no liability outstanding against the contractor. The Bank shall obtain a No Claim Certificate from the contractor.

Signature of Authorised Signatory with Stamp

Date

Place

Form of Tender

(Letter to IIBM on Bidder's letterhead)

Date:

Place:

**The Director
Institute of Bank Management (IIBM)
Jawahar Nagar, Khanapara
Guwahati -22**

Dear Sir,

TENDER FOR AMC of Air Conditioners at IIBM, Guwahati

Having examined the terms and conditions specified in the NIT and Tender Enquiry by IIBM, Guwahati, having visited and examined the site specified in the said Notice Inviting Tender (NIT) and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to supply the goods specified in the said NIT within the time specified, at the rates to be mentioned in the Price Bid, which may be issued to us by IIBM, Guwahati in the event that we qualify the technical bid and in accordance in all respects with the Technical Specifications and instructions referred in 'Instructions to Bidders/Vendors and General Conditions of contract', the Articles of Agreement and Price Bid 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.

2. We understand that the time for completion shown above shall be reckoned from the date of issue of the Award in IIBM website.

3. Should this tender be accepted, I/we hereby agree to abide by and fulfil the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD (if any) and/or RMD/invoke PBG and pay to the Indian Institute of Bank Management (IIBM), the amount mentioned in the said Conditions.

4. We also understand that IIBM is not bound to accept the offer either in part or in full. If IIBM rejects the offer in full or in part, IIBM may do so without assigning any reasons thereof.

Yours faithfully

Signature of Proprietor/Partners/Person having Power of Attorney/Authorization to sign the contract

(certified copy of the Power of Attorney/Authorization should be attached)

Letter of Authorization

The Director
Indian Institute of Bank Management (IIBM)
Jawahar Nagar, Khanapara
Guwahati -22

Dear Sir,

Tender for AMC of Air Conditioners at IIBM, Guwahati

We _____, (name of the company) have submitted our bid for participating in IIBM's Tender dated _____ for AMC for Split and Window Air Conditioners, and at IIBM, Guwahati. We also confirm having read and understood the terms of Tender as well as the scope of work & requirements.

As per the terms Tender, we nominate Shri/Smt./Ms. _____, designated as _____ of our company to participate in the bidding process. IIBM shall contact the above-named official for any and all matters relating to the bidding process.

We, hereby confirm that we will honour the bids placed by Shri/Smt./Ms. _____ on behalf of the company in the bidding process, failing which IIBM may forfeit the EMD (if any) and/or RMD or invoke PBG. We agree and understand that IIBM may debar us from participating in future tenders for any such failure on our part.

| | |
|---|--|
| Signature with company seal | Name of Authorised Representative |
| Name | Designation of Authorised Representative |
| Company/Organisation | Signature of Authorised Representative |
| Designation within Company/Organisation | Verified by |
| Address of Company/Organisation | |

Indian Institute of Bank Management, Guwahati

(Letter of Indemnity and Undertaking)

(To be stamped on Rs. 100/- stamp paper)

The Director
Indian Institute of Bank Management
Jawahar Nagar, Khanapara
Guwahati -22

Dear Sir

Tender for AMC for Air Conditioners and at IIBM, Guwahati

WHEREAS the Indian Institute of Bank Management, a Society registered under Society Registration Act (XXI of 1860) (hereinafter referred to as 'IIBM') has expressed desire to avail **AMC for Air Conditioners at IIBM, Guwahati** as per the Schedule hereunder written (as per Scope of Work attached) and which are hereinafter for brevity's sake referred to as 'the said services', subject to our furnishing declarations and indemnity as contained hereafter.

NOW THEREFORE THIS LETTER OR INDEMNITY WITNESSETH THAT:

We, the _____ hereby declare and certify that we are the rightful owners/ licensees of the said article/service/solution offered for sale to IIBM and that the sale of the said article/service/solution to IIBM by us and the use thereof by IIBM does not infringe the property or other intellectual property or copyrights of any other person and that the same does not infringe the Copy Rights Act, 1957 or any other Act for the time being in force.

We, the said _____ hereby agree to indemnify and keep indemnified and harmless IIBM, its Officers, Servants, Agents and other authorized persons against any action that may be brought against us for infringement of the right of property or other intellectual property or copy rights in respect of said article/service/solution supplied by us to IIBM and will defend the same at our cost and consequences and will pay or reimburse IIBM, its officers, Servants, Agents and other authorized persons from all costs and other expenses that they may be put to or incur in that connection in accordance with the terms as provided for within the End User License Agreement that accompanies the said article/service/solution.

We the said _____ hereby also agree to indemnify and keep indemnified and harmless IIBM, its Officers or Servants or Agents and other authorized persons against any third-party claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by our employees or agents, or by any other third party resulting from or by any action, omission, or

operation conducted by or on behalf of us and against any and all claims by employees, workmen, contractors, sub-contractors, suppliers, agent(s), employed/ engaged or otherwise working for us. In respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or the like.

SCHEDULE

As per Scope of Work attached.

Yours faithfully

(Name and Designation) of

Authorized Official

Signed and delivered by

The within named _____

In the presence of _____

(i) Witness*

(ii) Witness*

* Should contain Signature with date, Name & Designation, Address and Contact Nos.

Undertaking for Non-Blacklisting / Non-Debarment of the Bidder/vendor

TO BE STAMPED AS A DECLARATION

Tender for AMC for Air Conditioners at IIBM, Guwahati

I/We, Proprietor/Partner(s)/Director(s) of M/s _____ hereby confirm that I/We have read and understood the eligibility criteria and fulfil the same.

1. I/We further confirm that all the information furnished by me/us, as per the requirement of IIBM, have been included in our application.
2. I/We further hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by IIBM. We understand that any deviation may result in disqualification of our application.
3. I/We further hereby declare that I/We have not been blacklisted or otherwise debarred by any Bank/Financial Institution/Central Government/ State Government/ any Central or State Undertaking or Corporation/ Reserve Bank of India or any other Regulatory Authority or any other Statutory Authority as on date of the publication of this Tender/Procurement.
4. I/We declare that no proceedings/inquiries/investigations have commenced/pending against me/us by any Statutory Authority/Regulatory Agency/Investigating Agency which may result in liquidation of company/firm/proprietorship concern and/or may act as deterrent on the continuity of business and/or may hamper in providing the said services, as envisaged in this document.
5. I/We further hereby declare that no legal action is pending against me/us for any cause in any legal jurisdiction.
6. I/We undertake that adequate number of resources, if required by IIBM, will be deployed for the project to complete the assignment within the stipulated time.

Signature (1) (2).....

(Duly authorized to sign) Name:

Capacity in which as executed:

Name & registered address of the Bidder/vendor:.....

Seal and Signature of the Bidder/vendor to be affixed

Indian Institute of Bank Management, Guwahati

Organizational / Financial Profile of the Bidder

1. Constitution Proprietary/Partnership/Private Ltd. /Public Ltd. (*Tick one*)

2. Established since

3. Address for Communication

4. Others (please specify) _____

5. Name(s) of Name Proprietor(s) / Partner(s) / Directors

6. Business Figures for 3 years (copies of supporting documents to be enclosed)

| Year | Sales turnover (Rs. Lakh) | Net Profit (Rs. Lakh) |
|-------------|----------------------------------|------------------------------|
| 2024-25 | | |
| 2023-24 | | |
| 2022-23 | | |

7. CGST No.

8. PAN No.

9. Banker's Details (Please enclose Cancelled Cheque):

| Sr. No. | Particulars | Details |
|----------------|---|----------------|
| 1 | Name of the account holder (as appearing in the Bank account) | |
| 2 | Account Number | |
| 3 | IFSC Code | |
| 4 | Type of account (Current / Savings) | |
| 5 | Name of the Branch | |

| Sr. No. | Particulars | Details |
|----------------|---------------------------|----------------|
| 6 | Name of the Bank | |
| 7 | PAN Number | |
| 8 | GST Identification Number | |
| 9 | Mobile No. | |
| 10 | Email ID | |

10. Authorization / License Details:

11. IT Returns for last 3 years as on 31.03.2025 (copies to be submitted)

Signature of Bidder

Name:

Note: Please enclose copies of relevant documents/cancelled cheque/work orders in support of all the details along with P&L A/c, Balance Sheet, etc. for the last three years. Documents supporting Financial Statement (like Copies of published Annual Reports / audited financial statements etc.) should necessarily be supplied along with Technical Offer.

Articles of Agreement

AMC for Air Conditioners, and at IIBM, Guwahati

ARTICLES OF AGREEMENT made this _____ day of _____ between the Indian Institute of Bank Management (hereinafter called "the Employer") of the one part and (hereinafter called "the Bidder/ Vendor") of the other part.

WHEREAS the Employer is desirous of executing the work viz., AMC for Split and Window Air Conditioners, and at INDIAN INSTITUTE OF BANK MANAGEMENT, GUWAHATI.

AND WHEREAS the bidder/vendor has agreed to execute upon and subject to the conditions set forth in the Price Bid and Conditions of Contract (all of which are collectively hereinafter referred to as "the said Conditions") the work shown upon the said technical specifications, and included in the Price Bid at the respective rates therein set forth amounting the sum as therein arrived or such other sum as shall become payable there under (hereinafter referred to as "the said contract amount").

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. In consideration hereinafter mentioned, the bidder/vendor will upon and subject to the conditions annexed, carry out and complete the supply/works shown in the contract, described by or referred to in the Schedule of Quantities and in the said conditions.
2. The said Conditions thereto and the documents attached hereto shall be read and construed as forming part of this Agreement and the parties hereto shall be respectively abide by, submit themselves to the said Conditions and the correspondence and perform the agreements on their part respectively in the said conditions and the documents contained herein.
3. This Agreement and documents mentioned herein shall form the basis of this contract.
4. This contract is an item rate contract for the complete work to be paid for according to necessary installation carried out at site, at the rate contained in the Schedule of Rates or as provided in the said conditions.
5. The Bidder/Vendor shall afford every reasonable facility for carrying out of all works of other Vendor employed by the Employer and shall make good any damage done to any infrastructure after the completion of such works.
6. The Employer reserves to itself the right to alter the nature of work by adding to or omitting any items of works or having portions of the same carried out without prejudice to this contract.
7. Time shall be considered as the essence of this contract and the Bidder/Vendor hereby agrees to complete the entire work within 45 days of the date of issue of work order subject nevertheless to the provision for extension of time.
8. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Guwahati and only Courts in Guwahati shall have the jurisdiction to determine the same to the exclusion of all other courts.
9. The Contractor shall afford every reasonable facility for carrying out of all maintenance works relating to AC units shall make good any damages done in walls, floors, etc. And clean the surroundings after the completion of such works.
10. Time to attend the break down call shall be considered as the essence of this Contract and the

contractor hereby agrees to attend the break down call within 24 hours from the time complaint is lodged with firm either on telephone or e-mail/letter failing which a penalty of Rs. 50/- per day will be levied and recovered from the bill

11. The Contract shall be valid for period of **one** year. The employer reserves the right for termination of contract at any time without any notice or assigning any reasons thereof.
12. The payments will be released on quarterly basis after rendering satisfactory services.
13. The comprehensive AMC shall include supply of all required components/consumables and parts to keep the AC units satisfactory working condition.
14. The scope of contract will include four servicing at quarterly intervals in a year and any number of breakdown calls. The employer will not provide any kind of assistance in the form of men/material and contractor will have to make his own arrangement for deputing the required skill manpower including all necessary spares for setting right the defect. The contractor will be solely responsible for the workers employed by him for risk involved during discharge of duties. The employer accepts no liabilities towards helper/worker/labour deployed at site by the contractor
15. That the several parts of this contract have been read by the Bidder/Vendor and fully understood by the Vendor/Bidder.

IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized officials and the Bidder/Vendor has caused its common seal to be affixed hereunto and the said two duplicates/ has caused these presents and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written. (If the bidder/vendor is a company).

Signature Clause

SIGNED AND DELIVERED by the Indian Institute of Bank Management by the hand of Shri _____ (Name & Designation)

SIGNED AND DELIVERED by the Bidder/Vendor by the hand of Shri.

In the presence of:

Witness # 1

Signature:

Name:

Address:

Witness # 2

Signature:

Name:

Address:

Indian Institute of Bank Management, Guwahati

PERFORMANCE BANK GUARANTEE FORMAT

(on Non-Judicial Stamp Paper of Rs. 100.00)

To

The Director
Indian Institute of Bank Management
Jawahar Nagar
Khanapara
Guwahati-781022

In consideration of Indian Institute of Bank Management (IIBM) having Office at Jaya Nagar, Khanapara, Guwahati -22 (hereinafter referred to as "Purchaser") having agreed to **AMC for Air Conditioners at IIBM, Guwahati** (hereinafter referred to as "Services") from _____ (hereinafter referred to as "Contractor") on the terms and conditions contained in the RFQ (Ref. No.

_____ dated _____) and their agreement (hereinafter referred to as the "Contract") and performance of the _____ (hereinafter referred to as "Proposed Services") as per the terms and conditions as set forth in the said contract and also guaranteeing the Proposed Services as per the terms and conditions of the said contract;

- 1) We, _____ (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto _____ 20__ (validity date of BG) money or monies not exceeding a total sum of ₹ _____/- (Rupees _____ only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser on failure of the contractor to provide proposed services as per the terms and conditions of the said contract.
- 2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether the contractor has failed to provide the proposed services as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.
- 3) This Guarantee shall expire at the close of business hours on _____ (this date should be the date of expiry of the warranty/contract/renewal plus 60 days) without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank

in writing on or before the said date i.e. _____, (this date should be date of expiry of Guarantee. i.e. 60 days after end of warranty/contract/renewal period).

- 4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.
- 5) In order to give full effect to the Guarantee herein contained, the purchaser shall be entitled to act as if the Bank is the purchaser's principal debtors in respect of all the claims of the purchaser against the contractor hereby Guaranteed by the Bank as aforesaid and the Bank hereby expressly waives all its rights of surety-ship and other rights, if any, which are in any way inconsistent with the above or any other provisions of this Guarantee.
- 6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting, in any manner, the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of so relieving the Bank.
- 7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.
- 8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by the Bank (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing uncanceled and the Bank further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by the Bank on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.
- 9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, e-mail or registered post to the local address of the Bank as mentioned in this guarantee.
- 10) Notwithstanding anything to the contrary contained herein: -

- a. Our liability under this Bank Guarantee shall not exceed ₹_____/-
(Rupees _____ only);
 - b. This Bank Guarantee shall be valid upto _____(validity date);
 - c. Unless actions to enforce the claims is filled on or before _____(validity date) all rights under the said guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities thereunder.
 - d. The Bank is liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if the purchaser serves upon the Bank a written claim or demand on or before _____(validity date).
- 11) The Bank has the power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Dated this----- day of----- 20__at-----

For and on behalf of----- Bank.

Sd/_____

Annexure-I

Technical Bid

Check List of Certificates/ Documents required to be upload with Technical Bid

If these documents are not uploaded and conditions not met, the tender shall be summarily rejected and no further correspondence, in this regard, shall be entertained.

| S. No | Description | Technical Compliance (Yes/No) |
|--------------|---|--------------------------------------|
| 1. | Undertaking for adherence of Two-Bid System. (Non-violation of Two-Bid System) | |
| 2. | Certification of registration regarding services of air conditioning /HVAC | |
| 3. | Undertaking for the submission EMD/bid amount along with the bid. | |
| 4. | GST registration certificate | |
| 5. | Fall clause declaration | |
| 6. | Non-black listing declaration | |
| 7. | Declaration reg. Proprietorship/partnership/ Pvt. Limited firm | |
| 8. | Statement of financial standing from C.A. or Bank with address & proof of average turnover of the firm for the last 3 years | |
| 9. | Price Bid | |
| 10. | Undertaking for adherence & acceptance to all Tender Terms as per Schedule - 'A' (No Deviation of Tender Terms) | |
| 11. | The Firm/office/service Centre in Guwahati (Address proof) | |

Financial Bid

Indian Institute of Bank Management, Guwahati

Points to remember:

1. The commercial offer shall be on a fixed price basis. The price quoted for all components/products/services in the proposed solution should be competitive. IIBM reserves the right to verify the same independently and rejects bids not complying with this criterion.
2. The price offered to IIBM must be in Indian Rupees, inclusive of all taxes and duties such as GST, etc. and incidental expenses, viz. packing forwarding, import and custom clearance, transportation, insurance till delivery at IIBM, Guwahati, cost of installation, commissioning and comprehensive on-site maintenance services under warranty, profit, overhead, labour, etc.
3. From the date of placing the order till the completion of contract, if any changes are brought in the tax structure by the Government resulting in reduction of the cost of the equipment, the benefits arising out of such reduction shall be passed on to IIBM.
4. Terms like "rates as applicable" will not be accepted and such bids are liable to be rejected without assigning any reason whatsoever.
5. No mobilization advance or any type of advance shall be paid to the bidder/vendor.

RATES MAY BE FURNISHED ON THE FOLLOWING ITEMS

| S.N. | Description of work | Quantity | Annual Amount in Rupees | | | |
|------|---|----------|-------------------------|--------------|-----|----------------|
| | | | Rate per unit | Total Amount | GST | Total Ann. Amt |
| 1 | Split & Cassette AC: 1.5 & 2TR: | 64 | | | | |
| | Maintenance and breakdown servicing and Annual Maintenance Contract of Split/Window Air Conditioners installed in Office premises (all parts like gas, spare parts, etc. except compressor & fan motor) | | | | | |
| | Total Amount | | | | | |
| | Amt. in words (Rupees | | | |) | |

Declaration: - I hereby declare that the Rates quoted above shall remain frozen from the date of signing the Contract till completion of contract.

(Signature with Stamp of Tenderer)

Name

Designation

Place

Date