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**Tender No: 17/2024  
GeM Bid no: GEM/2024/B/5745056**

**Comprehensive Annual Maintenance Contract (CAMC) of  
Johnson Lift Installed at Kerala Gramin Bank Head Office,  
Malappuram**

**Kerala Gramin Bank** invites proposals through **GeM portal** from reputed and experienced service providers for the **Comprehensive Annual Maintenance Contract (CAMC) of the Johnson Lift** installed at our **Head Office, located at Malappuram, Kerala**. The contract will cover the maintenance and servicing of the lift to ensure uninterrupted and efficient operation.

Availability of Tender  
**From 24.12.2024**

Last date of Submission of Tender  
**14.01.2025 till 11.00 AM**

Interested Agencies qualifying the eligibility criteria are requested to visit GeM portal [www.gem.gov.in](http://www.gem.gov.in) to participate in the tender process. Interested agencies can download the NIT/Bid document/corrigendum/clarifications from GeM portal or Banks website [www.keralagbank.com](http://www.keralagbank.com) under the tender section

The Bid is to submit only through GeM portal. Vendors are required to register themselves online with [www.gem.gov.in](http://www.gem.gov.in)

Bids made strictly as per provisions of the RFP/NIT document should be submitted online through GeM portal.

## **1. Disclaimer**

- a) This Request for Proposal (RFP) is not an offer by the Kerala Gramin Bank, but an invitation to receive response from eligible interested bidders for printing & supply of bank's wall calendars. This document should be read in its entirety.
- b) Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.
- c) KERALA GRAMIN BANK, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.
- d) KERALA GRAMIN BANK also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RFP.
- e) KERALA GRAMIN BANK may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.
- f) Every effort is being made to keep Kerala Gramin Bank's Website up to date and running smoothly 24X7, However Kerala Gramin Bank takes no responsibility, and will not be liable for, the website being temporarily unavailable due to any technical issues at any point of time. In that event Kerala Gramin Bank will not be liable or responsible for any damages or expenses arising for any difficulty, or error, imperfection or inaccuracy with this website, it includes all associated service, or due to such unavailability of the website or any part there of any contents or any associated services.
- g) The issue of this RFP does not imply that Kerala Gramin Bank is bound to select a Bidder or to appoint the selected Bidder, as the case may be, for the insurance policy and Kerala Gramin Bank reserves the right to reject all or any of the Proposals without assigning any reason whatsoever. No correspondence shall be entertained in this regard.

**2. The proposed evaluation schedule is tabulated below. However, the bank, at its discretion can change the schedule without assigning any specific reason for the same.**

<b>Sr.</b>	<b>Event Description</b>	<b>Particulars</b>
1	Category of Tender	Open
2	Mode of submission	Online through GeM portal
3	Date of publishing of Tender Notice	24.12.2024, on GeM portal
4	Last date for submission of Bid /Bid due date	14.01.2025 till 11.00 AM
5	Opening of Technical Bids	14.01.2025 at 11:30 AM at Bank's Head Office (subject to availability of Tender Committee members)
6	Information regarding Financial Evaluation of Bids	E-Financial Bid of the technically qualified bidders shall be opened at a later date with prior intimation.
7	Contact details	Harikrishnan K (9400999889)
8	RFP related communication E-mails Ids	<a href="mailto:gawing.kgb@keralagbank.com">gawing.kgb@keralagbank.com</a>

- a) No Bid or part of Bid shall be submitted vide E-mail or in any other form other than GeM. Any financial bid subjected directly or through email will be rejected summarily and will lead to the disqualification of the bidder.
- b) Bids received later than the prescribed date and time i.e. by 14.01.2025 till 11.00 AM will not be considered for valuation.
- c) If the last day of submission of Bid is declared as a holiday by any circumstances beyond the control of Kerala Gramin Bank, the next working day will be deemed to be the last day for submission of the Bid.
- d) Further, in case Kerala Gramin Bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the Bid will be opened on the next working day subject to availability of all the Technical Committee members; unless otherwise such change may be notified to all bidders.

**3. Scope of Work:**

- **General Maintenance and Servicing**
  - ✚ Periodic inspection and servicing of the lift as per the manufacturer's recommended schedule.
  - ✚ Lubrication of all moving parts, including gear mechanisms, pulleys, and ropes.
  - ✚ Cleaning and checking of hoistway, car, and machine room components.

- ✦ Adjustment of brakes, doors, and other mechanical systems for optimal performance.
- Safety Checks and Compliance
  - ✦ Conducting regular safety tests as mandated by applicable laws and regulations.
  - ✦ Ensuring compliance with safety standards, including the functionality of emergency systems (alarms, intercoms, and brakes).
- Repair and Replacement
  - ✦ Repair or replacement of all defective components, including motors, cables, sensors, control panels, and any other parts, at no additional cost to the bank.
  - ✦ Replacement of worn-out parts with genuine Johnson Lift parts to maintain system integrity.
  - ✦ Addressing wear and tear issues caused by regular usage.
- Emergency Services
  - ✦ 24/7 emergency support for lift breakdowns with a response time of less than 2 hours for emergency calls.
  - ✦ Immediate action to restore lift functionality in case of breakdowns.
- Technical Upgrades
  - ✦ Suggesting and implementing minor upgrades required for safety or performance improvement.
  - ✦ Inclusion of minor software or hardware updates as part of the CAMC.
- Documentation and Reporting
  - ✦ Maintaining a detailed log of maintenance activities, including repairs, replacements, and inspections conducted.
  - ✦ Submitting periodic performance and maintenance reports to the bank's designated authority.
- Coverage
  - ✦ Comprehensive coverage for all parts and labour costs, ensuring no additional charges for any repairs or replacements during the CAMC period.
  - ✦ Exclusions limited to damages caused by fire, flood, or other acts of nature unless specified.
- General Conditions
  - ✦ All maintenance activities should be performed by certified technicians trained on Johnson Lifts.
  - ✦ Maintenance activities must minimize disruption to bank operations. The CAMC shall cover one year, renewable upon mutual agreement.
  - ✦ All maintenance, servicing, and repair work under this CAMC shall be conducted strictly during the working hours and working days of the bank to avoid disruption of operations.
- Preventive and Predictive Maintenance
  - ✦ Regular proactive maintenance to identify potential issues and prevent breakdowns.

- ✚ Predictive analysis based on the age and usage of the lift to recommend necessary interventions.

**4. Lift Details:**

- Make: Johnson Lift
- Capacity: 680 kgs
- Installation Year: 2005

**5. Important Instructions for e-procurement:**

Bidders are requested to read the terms and conditions of this tender before submitting their online tender.

1	The Techno-commercial Price Bid have to be submitted online at GeM portal. Tenders will be opened electronically on specified date and time as given in the Tender. <b><u>NO TENDERS/ BIDS THROUGH ANY OTHER MEDIUM WILL BE ACCEPTED BY THE BANK</u></b>
2	All entries in the tender should be entered in online Technical & Financial Formats without any ambiguity.
3	Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid.
4	E-tender cannot be accessed after the due date and time mentioned in NIT.
5	<b>Bidding in e-tender:</b> <ul style="list-style-type: none"> <li>• The process involves Electronic Bidding for submission of Technical and Financial Bid.</li> <li>• During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</li> <li>• The e-tender floor shall remain open from the pre-announced date &amp; time and for as much duration as mentioned above.</li> <li>• All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</li> <li>• Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</li> <li>• No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms &amp; conditions for the tender.</li> </ul>
6	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
7	No deviation to the technical and Financial terms & conditions are allowed.
8	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

## **6. Eligibility Criteria:**

The bidder must meet the following eligibility criteria:

- a) Must be an authorized service provider of Johnson Lifts or have at least 3 years of experience in maintaining Johnson Lifts.
- b) Should have executed at least 3 similar contracts in government or reputed private organizations in the last 5 years.
- c) Must hold valid GST and PAN registrations.
- d) Should comply with all statutory requirements and labour laws.

## **7. Duration of Contract:**

The CAMC will be valid for 1 year, with an option to extend further based on satisfactory performance and mutual agreement.

## **8. Submission of Bids:**

Interested bidders must submit their proposals through the GEM portal before the specified deadline.

The proposal must include:

1. Company profile and experience.
2. List of similar contracts executed.
3. Financial bid (inclusive of all applicable taxes).
4. Authorization certificate from Johnson Lifts (if applicable).
5. Declaration of compliance with terms and conditions.

## **9. Evaluation Criteria:**

The evaluation of bids will be based on:

- Compliance with eligibility criteria.
- Technical expertise and experience.
- Financial bid (L1 basis).
- Quality of service as evidenced by references and past performance.

**The duly completed tender proposals bids must be uploaded on online portal mentioned above on or before the last date of submission of tenders.**

## **10. OTHER TERMS & CONDITIONS:**

### **1. Proximity of Service Centre:**

The vendor must have an office/service centre within a 25 km radius of the Kerala Gramin Bank Head Office to ensure prompt service delivery.

### **2. Duration of Contract:**

- The CAMC will be valid for one year from the date of agreement.
- The contract can be renewed annually based on performance and mutual consent.

### **3. Response Time:**

- The vendor must respond to breakdown calls within 2 hours of reporting.
- Fault rectification must be completed within 24 hours after attending the call unless additional time is required for procurement of parts, with prior approval from the bank.

### **4. Maintenance Schedule:**

- Preventive maintenance must be conducted once every month.
- The vendor must provide a detailed service report after each maintenance activity, specifying the work done and the status of the lift.

**5. Replacement of Parts:**

- Only original Johnson spare parts are to be used for replacements.
- The cost of spare parts is included in the AMC charges, unless otherwise specified in advance.

**6. Downtime and Penalty:**

- The lift downtime must not exceed 48 hours from the time of reporting.
- A penalty of ₹1,000 per day will be imposed for downtime exceeding 48 hours, barring delays caused by force majeure.

**7. Safety and Compliance:**

- The vendor shall comply with all statutory safety regulations and standards during maintenance.
- The lift must be maintained as per the guidelines issued by the competent authorities.

**8. Payment Terms:**

- Payments will be made on a quarterly basis upon submission of monthly maintenance reports and invoices.
- No advance payment will be made.

**9. Termination Clause:**

- Either party may terminate the agreement by giving a 30-day prior notice.
- The bank reserves the right to terminate the contract immediately in case of unsatisfactory service or breach of terms.

**10. Liability:**

The vendor will be held responsible for any damage caused to the lift or the bank premises during maintenance due to negligence.

**11. Jurisdiction:**

Any legal disputes shall be subject to the jurisdiction of Malappuram, Kerala courts.

**12. Other Conditions:**

- The vendor must ensure the availability of trained and qualified technicians for servicing the lift.
- All maintenance and repair activities must strictly adhere to the Original Equipment Manufacturer (OEM) specifications.

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