



**प्रस्ताव के लिए अनुरोध (आरएफपी)
केंद्रीय कार्यालय, इसके संबद्ध कार्यालयों और मुंबई/ठाणे में आवासीय
क्वार्टरों में प्रदान किए गए एयर कंडीशनरों के संचालन, रखरखाव और
सर्विसिंग के लिए व्यापक वार्षिक अनुरक्षण अनुबंध (सीएएमसी) के लिए -
यूनियन बैंक ऑफ इंडिया**

**REQUEST FOR PROPOSAL (RFP)
FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) TOWARDS
OPERATION, MAINTENANCE AND SERVICING OF AIR CONDITIONERS PROVIDED AT
CENTRAL OFFICE, ITS ASSOCIATED OFFICES AND RESIDENTIAL QUARTERS IN MUMBAI
/ THANE - UNION BANK OF INDIA**

RFP REFERENCE NO: PROC: CO: NIT: 04-2/2026, DATED: 22.04.2026

**Union Bank of India, Procurement Department
1st floor, 239, Union Bank Bhawan, Vidhan Bhawan Marg,
Nariman Point, Mumbai - 400021**

Contact:022-45653726, Email: Procurement@unionbankofindia.bank.in

अस्वीकरण DISCLAIMER

The information contained in this Request for Proposal (RFP) is provided to the Bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful bidders as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Union Bank of India with the Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Union Bank of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Union Bank of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

दाताओं के लिए सामान्य निर्देश (GENERAL INSTRUCTIONS TO BIDDERS)

The RFP Document can be downloaded from Government e-Marketplace (GeM) portal <https://www.gem.gov.in> and notification for the RFP can be downloaded from Bank's Website <http://www.unionbankofindia.bank.in>.

The Bids should be submitted by the Bidders online through Government e-Marketplace (GeM) portal <https://www.gem.gov.in>.

Any bids dropped in tender box or submitted in physical hard copy format or received through fax/e-mail/physical mail or any means other than the GeM portal **will not be received or opened and shall be summarily rejected.**

NOTE:

Submission of bids document through offline mode shall not be accepted. Bids must be submitted online through the GeM Portal on or before the stipulated Bid End Date and Time. The Bidder shall upload scanned copy/proofs of the duly signed Integrity Pact(IP)(executed on non-judicial stamp paper of ₹ 500) and Earnest Money(EMD) in the form of Demand Draft (DD) or Bank Guarantee (BG) along with the online bid. Further, the bidder shall ensure delivery of the hard copies of the Integrity Pact(IP) and EMD documents to the Buyer within five (5) days from the Bid End Date/Bid Opening Date.

Failure to comply with the above requirements may render the bid liable for rejection.

संक्षिप्ताक्षर Abbreviations

The long form of some abbreviations commonly used in the document is given below:

संक्षिप्ताक्षर Abbreviations	विवरण Description
AMC	Annual Maintenance Contract
Bank/UBI/Union Bank	Union Bank of India
BG	Bank Guarantee
KYE	Know Your Employee
NDA	Non-Disclosure Agreement
NPCI	National Payments Corporation of India
PBG	Performance Bank Guarantee
PSB	Public Sector Bank
PSU	Public Sector Undertaking
RBI	Reserve Bank of India
RFP	Request for Proposal
SLA	Service Level Agreement

बोली का विवरण Bid Details:

S N	Particulars	Remarks
1.	आरएफपी/दस्तावेज़ डाउनलोड जारी करने की प्रारंभ तिथि और समय Start Date & Time of issue of RFP/ Document Download	As per GeM Bid Document
2.	बोली-पूर्व बैठक / Pre-bid meeting	As per GeM Bid Document-Those who wish to join Pre-bid meeting can join physically at Union Bank of India, 1 st floor, Procurement vertical, Central Office, Nariman Point, Mumbai as per schedule mentioned in the GeM Bid document.
3.	प्रश्न प्रस्तुत करने की अंतिम तिथि और समय Last date and time for submission of query	29.04.2026 at 17:00 Hours (All communication regarding points/queries requiring clarifications shall be sought by e-mail to procurement@unionbankofindia.bank.in)
4.	बोली दस्तावेज जमा करने की अंतिम तिथि और समय Last date and time for submission of Bidding Document	As per GeM Bid Document
5.	तकनीकी बोली खोलने की तिथि और समय Date and Time of Technical Bid Opening	As per GeM Bid Document
6.	मूल्य बोलियां Price Bids	Price Bids will be opened only for technically qualified bidders.
7.	ऑनलाइन माध्यम से आरएफपी खोलने का स्थान Place for Opening of RFP through Online	Union Bank of India, Procurement Department, 1st floor, 239, Union Bank Bhawan, Vidhan Bhawan Marg, Nariman Point, Mumbai - 400021
8.	प्रतिभूति जमा/ बयाना जमा धन राशि Security Deposit/Earnest Money Deposit (EMD)	Rs.3,00,000/- (Rupees Three lakh only) in the form of DD favoring Union Bank of India, payable at Mumbai or Bank Guarantee (BG) of any scheduled commercial Bank other than Union Bank of India. EMD should be valid for 6 months from the last date of bid submission with a claim period of 45 days. Bidder has to upload scanned copy / proof of the DD/BG along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
9.	बैंक गारंटी कार्य निष्पादन Performance Security	The successful bidder shall furnish Performance Security equal to 5% of the TCO for three years in form of Deposit/Fixed Deposit Receipt in Union Bank of India or provide a Performance Bank Guarantee for 5% of TCO valid for 3 years within 15 days from the date of receipt of purchase order or signing of the contract, whichever is earlier, in the format as provided in Annexure I with a claim period of 60 days. The PBG should be of that of

		scheduled Commercial Bank, other than Union Bank of India. Successful Bidder shall replenish the performance security, in case partial payment is made therefrom.
10.	एमएसई या स्टार्ट-अप कंपनी के रूप में एनएसआईसी/उद्योग आधार के साथ पंजीकृत बोलीदाताओं के लिए ईएमडी छूट EMD Waiver for Bidders Registered with NSIC/Udyog Aadhaar as MSE or a Start-up Company	In case of bidders registered in relevant category with NSIC/Udyog Aadhaar as MSE or a Start-up Company, they are eligible for waiver of EMD. However, MSE bidders need to provide valid NSIC/MSE Certificate clearly mentioning that they are registered with NSIC under single point registration scheme or Udyog Aadhaar. Start-up bidders are required to submit Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India. In addition, MSE bidders have to submit Annexure XIV in physical form (Hard copy) duly signed by Chartered Accountant within 5 days of Bid End date / Bid Opening date.
11.	आरएफपी समन्वयक RFP Coordinator	Mr. Deepak Kumar, Sr. Manager, Procurement Department.
12.	संचार पता Address for Communication	Union Bank of India, Procurement Department, 1st floor, 239, Union Bank Bhawan, Vidhan Bhawan Marg, Nariman Point, Mumbai - 400021
13.	बोली की वैधता Validity of Bids	180 days from the last date & time for submission of bid prescribed by the Bank
14.	संपर्क विवरण Contact details	Interested Bidders are requested to send the query on email to: procurement@unionbankofindia.bank.in , Telephone No-022-45653726 containing below mentioned information, so that in case of any clarification same may be issued: Name of company, contact person, Mailing address with Pin Code, Telephone No., Mobile No., email address etc.

NOTE:

The dates mentioned above are tentative and the Bidder acknowledges that he/she cannot hold the Bank responsible for any revision in these dates. Eligible bidders may choose to be present through online mode at the time of opening of bids. The date and time for opening of Commercial Bid shall be communicated to eligible bidders on a subsequent date through GeM portal <https://www.gem.gov.in>.

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RFP (यूनियन बैंक ऑफ इंडिया / Union Bank of India)

Subject: RFP for Appointment of vendor for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners Installed at Central Office, Its Associated Offices, and Bank's Residential Quarters in Mumbai / Thane - Union Bank of India.

परिचय Introduction

Union Bank of India, a Public Sector Bank has its Central Office (Registered Office) at 239, Vidhan Bhavan Marg, Union Bank Bhavan, Nariman Point, Mumbai - 400021, having Procurement Department at Central Office Mumbai. The Bank is a leading, innovative Scheduled commercial Bank, with a proactive approach to address the changing needs of the society. This has resulted in a wide gamut of products and services, made available to its valuable customers in catering to the smallest of their needs with 8,490 Branches including foreign branches, 22 Zonal Offices and 140 Regional Offices which are spread across various geographic locations. No of Branches/Offices/Regional Offices/Zonal Offices and other offices will increase over a period of time.

आरएफपी का उद्देश्य Objectives of the RFP

Union Bank of India (hereinafter called as "Bank" or "Union Bank" or "UBI") is inviting proposals from experienced and eligible entities (hereinafter referred to as "Respondent" or "Bidder" or "Service Provider" or "Vendor") for appointment of eligible and capable Air-conditioning maintenance solution providers towards RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners (VRV/VRF ac units, Packaged ac units, Ductable ac units, Tower ac units, Cassette ac units, Split ac units, Window

ac units & water coolers etc.) installed at central office, its associated offices and residential quarters in Mumbai / Thane as per the technical/ functional specification given in this RFP document.

Union Bank of India (hereinafter referred to as “the Bank”) invites proposals from experienced and eligible entities (hereinafter referred to as “Respondent” or “Bidder” or “Vendor”) for a Request for Proposal (RFP) for Comprehensive Annual Maintenance Contract (CAMC) covering the operation, maintenance, and servicing of air conditioners installed at the Central Office, its associated offices, and residential quarters of the Bank located in Mumbai / Thane, as per the technical and functional specifications detailed in this RFP document.

परिभाषाएँ Definitions

- 1.1. ‘Buyer’/ ‘Bank’/ ‘Union Bank’/ ‘UBI’ means unless excluded by and repugnant context or the meaning thereof, shall mean ‘Union Bank of India’, described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.
- 1.2. ‘RFP’ means this Request for Proposal prepared by Union Bank of India for RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of India.
- 1.3. ‘Bidder’/ ‘Respondent’/ ‘Service Provider’/ ‘Tenderer’/ ‘Vendor’ means a Firm/ Company/ LLP submitting the proposal in response to this RFP.
- 1.4. ‘Contract’ or ‘Agreement’ means the document in a format approved by the Bank, to be executed between the Bank and the selected/successful bidders as per the terms and conditions approved by the Bank.
- 1.5. ‘Proposal’/ ‘Bid’/ ‘Tender’ means that Technical and Commercial proposal including any supporting documents submitted by the bidder as per the formats prescribed in the RFP and in response to the RFP.
- 1.6. “Services” means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and includes provision of technical assistance, and other obligation of the Service provider covered under this RFP.
- 1.7. “The Contract Price/Project Cost” means the price payable to the Service provider under the Contract for the full and proper performance of its contractual obligations.
- 1.8. ‘Successful Bidder’/ ‘Successful Service Provider’/ ‘Successful Vendor’/ ‘Contractor’ means Bidder who is selected after conclusion of the RFP/ tendering process for the mentioned CAMC of AC systems mentioned in this RFP.

निविदा बोलियाँ/आरएफपी आमंत्रित करना Invitation of Tender Bids/RFP

This bid is an invitation for bidder's responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the bid process unless and until a formal contract is signed & executed by duly authorized officers of the Bank and the successful bidder. However, until a formal contract is prepared and executed, this offer together with Bank's written acceptance & notification of award shall constitute a binding contract with the successful bidder.

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the bid document. Failure to furnish any information required by the bid document or to submit a bid not substantially responsive to the bid document in every respect will be at the Bidder's risk and shall result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this bid.

All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder.

Consortium bidding is not permitted under this RFP.

पात्रता मानदंड Eligibility Criteria

Only those Bidders fulfilling the eligibility criteria should respond to the RFP. Mandatory eligibility criterion for the Bidder to qualify this stage is clearly mentioned in Annexure C Eligibility Criteria attached to this document. The bidder would need to provide supporting documents as part of the eligibility proof. The technical bids of only those bidders who qualify in the eligibility criteria will be evaluated. Document/s in support of eligibility criteria are required to be submitted along with the Technical Bid. Bids submitted by bidders that do not meet one or more of the eligibility criteria shall be rejected

कार्य का दायरा Scope of Work and Duties

The Successful bidder is supposed to provide full time qualified and experienced AC technicians for maintenance and servicing the Air-conditioning system. The contractor shall ensure that all Air-conditioners are in proper working conditions throughout the contract period. The Annual Maintenance Contract is Comprehensive in nature, which covers services on routine basis & under breakdowns and shifting (Dismantling & Installation) the Air-conditioners in the same premises with installation as decided by the Bank.

Activity covered under Comprehensive Contract

- Four times (04) servicing & overhauling, greasing of Airconditioners during the one-year contract period.
- Minor breakdown or repair calls shall be attended within 6(Six) hours during working hours, which are from 10:00 AM to 6:00 PM. Any service call received after 6:00 PM shall be attended on the next working day, irrespective of Bank holidays, second/fourth Saturdays, or Sundays or as otherwise requested by the Bank. In case of major breakdowns requiring replacement of major faulty components, the service provider shall attend to the complaint within 24(twenty-four) hours from the time of reporting.
- All Safety controls parts inspection, cleaning, repair / replacement etc.
- Air filters cleaning, inspection, servicing, repair / replacement etc.
- Cooling coil inspection, cleaning, servicing, repair / replacement etc.
- Blower motor inspection, cleaning, servicing, repair / replacement etc.
- Inspection, cleaning, servicing repair / replacement of electrical items and control wiring (PCB) etc.
- Top up of cooling Gas / Refrigerant gas charging as and when required
- Condenser fan motor inspection, cleaning, servicing, repair / replacement etc.
- Condenser coil inspection, cleaning, servicing, repair / replacement etc.
- PCB circuit inspection, checking, repair / replacement
- Repairing / Replacement of compressor, fan blower motor from OEM.
- Replacements of starting relay / overload relay / copper piping insulation etc.
- Repairing / replacement of swing motor, transformer & magnetic switch
- Dismantling / relocation of window / Split Airconditioners/Cassette/Package/Ductable/VRF etc. in the same premises shall be considered in the quoted rates of AMC.
- However, the charges for refrigerant pipes, insulation, interconnection cables and drain pipes will be paid separately at actuals, based on prevailing market rates, by obtaining quotations from empanelled vendors to ensure genuine market price.

Activity not covered under comprehensive contract: -

- Major repairs / Replacement of Airconditioners due to aging / electrical faults of equipment.
- Repairing / replacement of Water piping, sheet metal ducting, grills, diffusers, masonry work, carpentry work & M.S. welding work etc.
- Repairing / replacement of Electrical cabling, switches and electrical accessories connected with air conditioner system.
- Repairing / replacement of Copper pipe & Insulation, False ceiling work and painting etc.
- Shifting of Airconditioners to outside premises and its complete installation etc (only charges of copper pipe, gas charge, control cable, stand & drain pipe including transportation will be paid)
- Supply of new Remote-control units.

All tools & tackles and cleaning materials required shall be arranged by the contractor.

1. No. of Personnel / Manpower required:

The details of dedicated personnel (**Skilled & Semiskilled AC technicians**) to be deployed at Office:

Sr. No.	Location	Shift	Timing	No. of Manpower
1.	Central Office building and its associated offices, as per the Bank's office instructions.	As per the Bank's office instructions	As per the Bank's office instructions	Skilled AC Technician - 3 nos. Semi-Skilled AC technician - 4 nos. (For operation and maintenance of AC as per the Bank's office instructions)

Note: The manpower proposed in the RFP shall be utilized for operation and for attending routine, minor, and major breakdowns, including urgent service calls. However, the contractor shall ensure the deployment of an adequate number of qualified technicians for attending overhauling, preventive maintenance, servicing, and breakdown calls related to air-conditioning systems installed in office premises as well as in staff residential quarters.

- a) The technicians / manpower shall be well-experienced and should have knowledge of Operation & maintenance, repairs & servicing of all types of Airconditioners. The Technician shall have passed certificate from ITI / Vocational Training Centre from Govt. authorized institute.
- b) Adequate no. of experienced technicians must be available so that absence / leave availed shall not affect requirement of personnel at any point of time. The Technician shall have passed certificate from ITI / Vocational Training Centre from Govt. authorized institute.
- c) Definition:
Skilled: Having more than 5-years' experience in Operation, Maintenance & Servicing of AC system and sufficient knowledge of fault clearing all type of AC mentioned in the tendering process (VRV/VRF, Ductable, Package, Split, Window AC etc.).
Semi-Skilled: Having more than 3-year's experience in Operation, Maintenance & Servicing of AC system and sufficient knowledge of fault clearing all type of AC mentioned in the tendering process (VRV/VRF, Ductable, Package, Split, Window AC etc.).

PARTICULARS OF SITES AND DETAILS OF AIRCONDITIONERS INSTALLED

Approximate number of Airconditioners to be covered under Maintenance & servicing contract is given below. However, the exact / actual Nos. of. Quantity / Capacity may increase or decrease after physical verification.

1. Central office building, Nariman Point

Sr. No.	Type of Air conditioner	Capacity/Tonnage (TR)												Total (TR)
		0.75	1.0	1.25	1.5	2.0	2.5	3.0	4.0	5.5	8.5	11	24	
1	Window	01	11		63	2		-	-	-	-	-	-	110
2	Split	-	12	-	36	25	-	-	-	-	-	-	-	116
3	Cassette	-	-	07	-	06	02	04	-	-	-	-	-	37.8
4	Tower	-			-	-	-	01	02	-	-	-	-	11
5	Ductable	-			-	-	-	01	-	02	-	18	-	212
6	Packaged	-	-	-	-	-	-	-	-	-	04	-	02	82
8														Total (Capacity/Tonnage): 569

2. VRV/VRF AC machine details

Sr. No.	Office location	Floor	Outdoor Unit	Indoor Unit	
				1/1.5/2/2.5-TR	
1.	Central Office. Nariman Point	15 th	1 x 10 HP	20	
2.			1 x 12HP		
3.			1 x 24HP		
4.	Central Office. Nariman Point	14 th	3 x 16HP	26	
5.	Central Office. Nariman Point	10 th	2 x 12HP	18	
6.	Central Office. Nariman Point	8 th	1 x 22HP	12	
7.	Central Office. Nariman Point	4 th	1 x 10HP	05	
8.	Central Office. Nariman Point	2 nd	5 x 16HP	21	
9.	Central Office. Nariman Point	1 st	2 x 18HP	17	
10.	Central Office. Nariman Point	Gnd	4 x 16HP 1 x 18HP	24	
11.	Central Office. Nariman Point	Reception	1 x 5HP	23	
12.			2 x 12HP		
13.			2 x 8HP		
14.			1 x 16HP		
15.	Marol Building, Marol	All floor	10 x 20HP	40	
16.	DIT building, Powai	Basement	2 x 12HP	13	
17.	DIT building, Powai	2 nd floor	3 x 16HP	15	
18.	DIT building, Powai	5 th floor	1 x 10HP	5	
19.	Maker Tower, Cuffe Parade	14 th floor	1 x 12HP 1 x 10HP	14	
20.	Maker Tower, Cuffe Parade	7 th floor	2 x 16HP	13	
21.		Total:	729HP	236-Nos	

3. Mittal Chambers, Mafatlal, Earnest House, Maker Tower & Nariman Bhavan, buildings

Sr. No.	Type of Air conditioner	Capacity/Tonnage										Total (TR)
		1.0 tr	1.5 tr	2.0 tr	3.0tr	5.5 tr	8.5tr	11tr	16.5tr	17tr	22tr	
1.	Cassette	01	02	19	04	-	-	-	-	-	-	54
2.	Ductable	-	-	-	-	03	03	02	-	-	-	64
3.	Packaged	-	-	-	-	-	-	01	01	03	01	101
4.	Split	17	24	19	-	-	-	-	-	-	-	91
5.	Window	10	09	10	-	-	-	-	-	-	-	43.5
6.	Total (Capacity/Tonnage):											353

4. ACOE vertical, Mahakali Caves, Andheri(E) & Marol building, Marol

Sr. No.	Type of Air conditioner	Capacity/Tonnage					Total (TR)
		1.0TR	1.5TR	2.0TR	3.0TR	8.5TR	
1.	Cassette	-	-	03	01	-	9
2.	Ductable	-	-	-	-	02	17
3.	Split	2	9	15	-	-	45.5
Total (Capacity/Tonnage):							71.5

5. DIT, Powai & World Trade Centre (2nd floor) Cuffe Parade

Sr. No.	Type of Air conditioner	Capacity/Tonnage				Total (TR)
		1.0 tr	1.5 tr	2.0 tr	5.5 tr	
1	Ductable	-	-	-	01	5.5
2	Split	08	09	22	-	65.5
3	Window	01	02	-	-	4
Total (Capacity/Tonnage):						75

**6. Residential Quarters at Different Locations in Mumbai
(Quarters address will be provided to successful bidders)**

Sr. No.	Type of Air conditioner	Capacity/Tonnage			Total
		1.0 tr	1.5 tr	2.0 tr	
1	Window	-	100	20	190
2	Split	-	-	25	50
Total (Capacity/Tonnage):					240

बोली लगाने की लागत Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid and the bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding and selection process.

All costs and expenses [whether in terms of time or material or money] incurred by the Bidder in any way associated with the development, preparation, and submission of responses, including but not limited to presentations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Bidder.

बोली की भाषा Language of Bid

The language of the bid response and any communication with the Bank must be in written English only. Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.

बोली जमा करने के लिए निर्देश Instructions for Bid Submission

a. बोली हेतु प्रतिभूति/ईएमडी (प्रतिदेय) Bid Security /EMD (Refundable)

- a) The bidder should deposit bid security of Rs.3,00,000/- (Rupees three Lakhs only) in the form of DD favoring Union Bank of India, payable at Mumbai or Bank Guarantee (BG) of any scheduled commercial Bank other than Union Bank of India or payment online in an acceptable form, safeguarding the purchaser's interest in all respects. Any bid not accompanied by the requisite bid security shall be rejected as non-responsive.
- b) EMD should be valid for 6 months from the last date of bid submission with a claim period of 45 days. Bidder has to upload scanned copy / proof of the DD/BG along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date. IFSC Code for issuance of EMD is UBIN0580767(In the name of Union Bank of India Procurement Department).
- c) In case of bidders registered with NSIC/Udyog Aadhaar as MSE or a Start-up Company, they are eligible for waiver of EMD. However, MSE bidders need to provide valid NSIC/MSE Certificate clearly mentioning that they are registered with NSIC under single point registration scheme or Udyog Aadhaar. Start-up bidders are required to submit Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India. Bidders claiming for MSE/Start-up benefits should register with GeM portal and waiving of EMD will be extended as per GeM terms.
- d) Additionally, the terms and conditions of the GTC (GeM terms & conditions) with regard to the MSEs exemption enshrined in the GeM portal (gem.gov.in) shall be applicable

- a. All pages of the bid shall be initialed by the person or persons signing the bid.
- b. Bid form shall be signed in full & official seal affixed.
- c. Any inter-lineation, erasure or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.
- d. All such initials shall be supported by a rubber stamp impression of the Bidder's firm.

f. द्विस्तरीय बोली Two-part Bid

The Bid should be submitted online at the Government portal <https://gem.gov.in> by the Bidder. It should comprise the following components:

- i. Technical bid - Part I: "Technical Bid for RFP for RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of India".
- ii. Commercial bid - Part II: "Commercial bid for RFP for RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of India".
- iii. Any bid document not conforming to any one of the above terms will be rejected.
- iv. In the first stage, Technical bids of bidders who have submitted Bid Security/EMD and Integrity pact will be evaluated. Those bidders satisfying the eligibility criteria and the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short listed for evaluation of commercial bid. The Bank will open Part II (Commercial Bid) only for those bidders who have qualified in Technical Bid. Bidder has to upload scanned copy / proof of the DD/BG along with technical bid and has to ensure delivery of hardcopy to the Bank within 5 days of Bid End date / Bid Opening date.
- v. After evaluation of commercial bids, the L-1 bidder will be selected through GeM portal.

g. तकनीकी बोली Technical Bid

- i. The Technical Bid for qualification stage should be complete in all respects and contain all information asked for in this document. Price information should not be submitted along with technical bids, if submitted along with technical bid, offer shall be rejected as nonresponsive.
- ii. The bidder should deposit bid security of Rs.3,00,000/- (Rupees three Lakh only) in the form of a demand draft favoring Union Bank of India, payable at

Mumbai or Bank Guarantee issued from Scheduled Commercial Bank other than Union Bank of India.

- iii. The following documents for qualification stage are to be submitted online at the GeM Portal only.

Annexure A - Letter of Acceptance

Annexure B - Bidder's Profile Format

Annexure C - Mandatory Eligibility Criteria

Annexure D - Technical Evaluation Criteria

Annexure E - Compliance to RFP Terms & Conditions & Commercial Bid Break Up

Annexure G - Know Your Employee (KYE)

Annexure H - Declaration for Compliance

Annexure I - Format of Performance Bank Guarantee

Annexure J - Confidentiality / Non-Disclosure Agreement

Annexure K - Bid Query format

Annexure L - Undertaking by Bidder

Annexure M - Restriction on Procurement due to National Security

Annexure N - Bid Security Declaration

Annexure O - Bank Guarantee for EMD

Annexure P - Letter for Refund of EMD

Annexure Q - Certificate for waiver for MSE/Start Up

Annexure R - Proposed list of Key personnel

Annexure S - Integrity Pact

Annexure T - Indemnity Bond

- iv. The Bid (RFP and Corrigendum if any) should be signed by the authorized signatory of the bidder. An Authority Letter accompanied with a Resolution to that effect or a Power of Attorney to that effect shall be submitted by the bidders and should be uploaded online on portal along with technical bid. It should also indicate the complete name and designation of the designated personnel.
- v. Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the bidder.
- vi. All the annexures should be submitted in letter head of bidder duly signed with seal of the company. Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the vendor.
- vii. Signed & Sealed copy of all the pages of RFP and corrigendum if any, to be submitted along with the technical bid.
- viii. The bidder should ensure that all the annexures should be submitted as prescribed by the Bank. In case it is not in the prescribed format, it is liable to be rejected.

- ix. The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- x. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- xi. The Bank reserves the right to disqualify the bidder/(s) if bidder/(s) have not completed any project successfully in Union Bank of India in stipulated time i.e. Implementation etc.
- xii. The Bank reserves the right to modify any terms, conditions or specifications of RFP before date of submission of bids. Bidder has to submit bid documents as per the changes/modifications while submitting the bid. Notification of amendments/corrigendum will be made available on the Bank's website (www.unionbankofindia.bank.in) and GeM portal and will be binding on all bidders and no separate communication will be issued. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of bids. No post bid clarification of the bidder shall be entertained.

h. **व्यवसायिक बोली Commercial Offer**

The commercial offer should not contradict the Technical offer in any way and should include the cost of all the items offered. The suggested directive for Commercial offer is as follows:

- i. The Indicative Commercial/Price Bid - Part II should be submitted online at the GeM portal by way of entering the values in the format provided at the site. This must contain all prices in Indian rupees (INR).
- ii. The vendors should not offer any options or any conditional offers to the Bank while giving the price information. The offer should strictly be in conformity with the items as specified by the Bank. Any deviations may lead to disqualification of the bid.

i. **आरएफपी स्पष्टीकरण RFP Clarifications**

Queries / clarifications will not be entertained over the phone. All queries and clarifications must be sought in writing or sent to procurement@unionbankofindia.bank.in, with subject "RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of " as per Annexure K - Bid Query Format as per the date given in the schedule of events of this RFP document.

The Bidder is requested to collate and submit queries together to seek clarifications / responses from Bank. The Bidder should ensure that all the queries and clarifications are communicated in writing on or before the date given in the schedule of events of this RFP document. Bidders are requested to visit Bank's website for clarifications and other communications. It may be noted that no query of any bidder shall be entertained / received after the mentioned date. Any modification of the RFP, which may become necessary as a result of the queries, shall be made available by the Bank exclusively through the issue of an Addendum/Corrigendum on Bank's website www.unionbankofindia.bank.in and on GeM portal.

j. आरएफपी/निविदा का खुलना Opening of the RFP/Tender

- i. RFP opening shall happen as per the details provided in "Important Dates & Details" in online or offline presence of officer authorized by Union Bank of India, in the presence of such of those bidders or their representatives who may be present at the time of opening.
- ii. The representatives of the bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafide for attending the opening of the proposal.
- iii. Initial bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive. If proposals:
 - a) Are not submitted in as specified in the RFP document
 - b) Received without the Letter of Authorization (Power of Attorney)
 - c) Submission of the Integrity Pact is mandatory. Any RFP/tender received without it will not be evaluated.
 - d) Are found with suppression of details
 - e) Submitted with incomplete information, subjective, conditional offers and partial offers
 - f) Submitted without the documents requested in the checklist
 - g) Have non-compliance of any of the clauses stipulated in the RFP
 - h) Any bid submitted with a validity period less than that stipulated in the RFP will be rejected without further evaluation.
- iv. All responsive & eligible bids will be considered for further processing. Union Bank of India will prepare a list of responsive bidders who comply with all the terms & conditions of the RFP.
- v. Consortiums are not allowed for this engagement. The bidding entity has to be a single entity duly registered under the applicable laws of the country.

k. Applicability of GeM Terms & Conditions (GTC) / जीईएम नियम और शर्तों (जीटीसी) की प्रयोज्यता

The bidding process, including submission, evaluation and award of bids, shall be strictly in accordance with and subject to the applicable Terms and Conditions of the Government e-Marketplace (GeM), as amended from time to time.

I. Pre-qualification of contracting agency & bid evaluation (Checking of eligibility criteria for Price bid opening).

General information of the Agency:

Agencies intending to provide professional services for Operation and Comprehensive Annual Maintenance Contract (CAMC) of Airconditioners are requested to submit detailed information about their firm in the prescribed Proforma enclosed herewith.

The information furnished will be used for evaluating the agency's technical capability, experience, competence and financial standing for consideration of the proposed work.

Terms & Conditions:

1. Selection criteria:

Selection of the agency shall be based on mandatory eligibility criteria and technical evaluation criteria as specified in the RFP. Only those bidders who qualify in the technical evaluation shall be considered for further evaluation. Among the technically qualified bidders, the bidder quoting the lowest price (L1) shall be selected for award of the Contract for Comprehensive Annual Maintenance Contract (CAMC) of the Air-Conditioning (AC) System, as specified in the RFP.

2. Additional Information:

If the space provided in the Proforma is insufficient to furnish complete details, the agency may attach the required information on separate sheets, duly signed and referenced.

3. Confidentiality:

All information furnished by the agencies shall be treated as strictly confidential by the Bank.

4. Decision of the Bank:

The decision of Union Bank of India regarding selection or rejection of any agency shall be final and binding, and no correspondence in this regard shall be entertained. Only those agencies who are pre-qualified and available on GeM (Government e-Marketplace) shall be considered further and their price bid will be opened.

5. Instructions to Applicants:

Agencies are advised to carefully read all instructions before filling in the Proforma and submitting the application.

6. Incomplete applications:

Application that are incomplete, not duly signed, or not supported with the required documents shall not be considered.

7. False or Misleading Information:

If at any stage it is found that the information furnished by the bidder/agency is false, misleading, suppressed, or incorrect—whether knowingly or unknowingly—or if any material information affecting the selection has been withheld, the Bank reserves the absolute right to cancel the bid/selection forthwith, without assigning any reason, either during the evaluation process or even after selection/award of the contract.

8. Submission of Documents:

Whenever copies of documents are required to be submitted, the same shall be furnished as self-certified / duly certified copies.

9. The bidder/vendor must be an Indian entity, duly incorporated/registered under the laws of India.

9. Non-Transferability:

The application form and eligibility shall be non-transferable and shall be valid only for the agency submitting the application.

m. तकनीकी बोली का मूल्यांकन Technical Bid Evaluation

(Pre-qualification of contracting agency & bid evaluation (Checking of eligibility criteria for Price bid opening).

- I. Union Bank of India will constitute a proposal evaluation committee comprising of the Bank's officials to evaluate the responses of the bidders. The proposal evaluation committee constituted by Union Bank of India shall evaluate the responses to the RFP and all supporting documents / documentary evidence. The decision of the proposal evaluation committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the committee. The proposal evaluation committee reserves the right to reject any or all proposals on the basis of any deviations. Each of the responses shall be evaluated as per eligibility criteria and requirements specified in this RFP.
- II. The Bank will scrutinize the proposal and will determine whether the technical specifications along with documents have been furnished as per the Bid document.
- III. Each of the eligibility criteria mentioned in this RFP is mandatory. In case the bidder does not meet any one of the conditions, the bidder will be disqualified.
- IV. Bidders would be informed of their qualification/disqualification based on the eligibility check. The unopened Commercial bid will be returned to the respective disqualified bidders.
- V. Agencies meeting the eligibility criteria would be shortlisted for opening of price bid.

Stage I: Pre-Qualification Criteria:

Bidders who meet the eligibility criteria specified herein are eligible to submit their Bids, along with all supporting documents as required. Any Bid not accompanied by the complete set of documents substantiating compliance with the eligibility criteria shall be liable to be rejected without further consideration.

Sr. No.	Eligibility Criteria	Documents to be submitted
1	The bidder must be a Firm/ Proprietary/Partnership/LLP/Company under the relevant Act with an experience of minimum 5 years' experience (as on 31.03.2026) of having rendered satisfactory AMC contracts in servicing & maintenance of air conditioning units in Govt./Public Sector Undertaking / Private corporate house / Staff	1.Proof of Legal Status: Certificate of Incorporation (for Company)/ Partnership Deed (for Partnership Firm)/ LLP Registration Certificate (for LLP)/ Proprietorship Registration /Declaration / Registration certificate under the relevant Act. 2.Proof of Experience (Minimum 5 Years as on 31.03.2026):

	<p>Training Centre of PSB / PVT Corporates / Govt. Organization etc.</p>	<p>Copies of work orders & completion certificate / AMC contracts for servicing and maintenance of air-conditioning units executed during the last five (05) years or more, issued by: Government Departments/ Public Sector Undertakings/ Public Sector Banks / Staff Training Centres of PSBs/Government Organizations/ Reputed Private Corporate entities 3.Completion / Performance Certificates: Copies of completion certificates/satisfactory performance certificates issued by clients. For ongoing AMC contracts, client-issued performance certificates confirming satisfactory execution. 4. Experience Summary Statement: A self-certified statement on bidder's letterhead detailing client name, nature of AMC work, contract period, and location, demonstrating minimum five (05) years' relevant experience. 5.Statutory Registration Documents: GST Registration Certificate PAN Card of the firm / entity</p>
2	<p>The Bidder shall have a registered office / corporate office / branch office located within the Mumbai Metropolitan Area only, for the purpose of ensuring prompt coordination and effective service delivery during the contract period.</p>	<p>1.Proof of Office Address in Mumbai Metropolitan Area, such as: GST Registration Certificate mentioning the Mumbai address / Certificate of Incorporation / Registration showing the Mumbai address / Shop & Establishment Registration Certificate issued by the competent authority. 2.Address Verification Document (any one): Latest electricity bill / property tax receipt / / Registered lease deed / rent agreement for the office premises/Ownership document of the premises. 3.Self-Certification: A self-certified declaration on the bidder's letterhead confirming that the submitted office address pertains to a functional registered / corporate / branch office in Mumbai Metropolitan Area.</p>
3	<p>The bidder must have a minimum average annual turnover of Rs. 50.00 lakhs derived exclusively from repair, operation, maintenance, and servicing AMC contracts during the last three (03) financial years, namely 2023-24, 2024-25, and 2025-26. Turnover or receipts from works other than AMC contracts related to operation, servicing, and maintenance of services shall not be considered for the purpose of meeting this eligibility criterion. The bidder shall be required to submit a certificate duly issued by a Chartered Accountant (CA) certifying the eligible turnover, along with relevant work orders and completion certificates as supporting documentary evidence.</p>	<p>1.Relevant Work Orders / Contracts for AMC services, clearly indicating scope of work, contract period, client details, and contract value. 2.Completion/Performance Certificates from clients for the AMC works considered for turnover; performance certificates are acceptable for ongoing contracts. 3.Audited Financial Statements (Profit & Loss Account and Balance Sheet) for the relevant years. 4.Chartered Accountant (CA) Certificate certifying: Minimum average annual turnover of Rs. 50.00 lakhs during FY 2023-24, 2024-25, and 2025-26.</p>

		<p>Turnover derived exclusively from AMC contracts for repair, operation, servicing, and maintenance. Exclusion of turnover from non-AMC activities. Certificate to include CA's membership number, firm registration number, seal, and date. 5. Year-wise AMC Turnover Statement for the three financial years, duly certified by the CA.</p>
4	<p>The bidder must have successfully executed Similar Completed Works during the last five (05) years ending on 31.03.2026, meeting any one of the following criteria:</p> <p>Three (03) Similar Completed Works, each having an Annual Contract Value of not less than Rs. 50.00 lakhs, or</p> <p>Two (02) Similar Completed Works, each having an Annual Contract Value of not less than Rs. 75.00 lakhs, or</p> <p>One (01) Similar Completed Work having an Annual Contract Value of not less than Rs. 100.00 lakhs.</p>	<p>1. Work Order / Contract Agreement: Copies of work orders / contract agreements issued by the client for Similar Completed Works. Each work order shall clearly indicate: Name of the client Nature and scope of work (Similar Work) Contract period Annual Contract Value Location of work</p> <p>2. Completion Certificate: Copies of Completion Certificates issued by the respective client(s) confirming successful completion of the work. The completion certificate must clearly mention: Contract reference number Contract value / annual contract value Date of completion Confirmation of satisfactory execution</p> <p>3. Client Details: Details of the client organization (Government Department / PSU / PSB / Government Organization / reputed Private Corporate entity), including: Full name and address of the client Contact details (for verification, if required)</p> <p>4. Summary Statement of Similar Works: A self-certified summary statement on the bidder's letterhead, indicating: Number of Similar Completed Works Client name Annual Contract Value Contract period Reference to supporting work order and completion certificate The summary shall clearly demonstrate fulfillment of any one of the prescribed criteria (three / two / one similar completed works).</p> <p>5. Certification of Documents: All documents submitted shall be self-certified / duly certified copies. The Bank reserves the right to verify the credentials directly from the issuing authority/client.</p>
5	<p>Note: "Similar Completed Work" under this clause shall mean successful completion of AMC contracts (Repairs, maintenance & servicing of Airconditioners - Window, Split, Cassette, Ductable, Package, Tower & VRV/VRF etc.) for the Public Sector Banks, Financial Institutions, Corporates, Central & State Govt. departments/Organization, Public Sector Undertakings etc. Supply and installation works will not be considered for the above pre-qualification criteria.</p>	
6	<p>The bidder shall possess valid and applicable statutory registrations under the prevailing laws, as listed below, and the same must be valid on the date of bid submission: 1. Permanent Account Number (PAN) issued by Income Tax Department</p>	<p>The bidder shall submit self-attested copies of the following documents as proof of compliance: 1. PAN Card issued by the Income Tax Department. 2. GST Registration Certificate (GSTIN). 3. EPFO Registration Certificate / allotment letter indicating the Establishment Code Number.</p>

	2. Goods and Services Tax (GST) Registration Number 3. Employees' Provident Fund Organisation (EPFO) Registration Number (If applicable). 4. Employees' State Insurance Corporation (ESIC) Registration Number (If applicable).	4. ESIC Registration Certificate / allotment letter indicating the Employer Code Number.
7.	The bidder must possess a valid Service Authorization Certificate issued by the Original Equipment Manufacturer (OEM) for VRV / VRF air-conditioning systems, authorizing the bidder to carry out installation, servicing, maintenance, and AMC/CAMC works for the said equipment. The authorization shall be valid as on the date of bid submission and shall remain valid during the currency of the contract.	1. OEM Service Authorization Certificate: Copy of a valid service authorization certificate issued by the respective OEM for VRV / VRF air-conditioning systems. The certificate shall clearly mention: Name of the bidder (authorized service provider) Name of the OEM Authorization scope (service / maintenance / AMC) Validity period of authorization 2. OEM Confirmation Letter: In case the authorization certificate does not clearly specify the scope or validity, a confirmation / renewal letter from the OEM indicating continued authorization for VRV / VRF systems shall be submitted.

NOTE:

Bank reserves the right to verify the proof of having experience and expertise of the bidder in executing similar works and the bidder has to produce the proof thereof.

If required, credentials of bidders who fulfil minimum requirements as above will be crosschecked with their clients i.e. of previous AMC / ongoing AMC contracts and a confidential report will be obtained on the performance credentials of Bidder. If the confidential report does not read satisfactory report of the bidders or any negative feedback of the bidder is given by the employer, the bidder will be declared disqualified even he fulfils technical parameters as above.

Thus, based on technical pre-qualification criteria as specified in the RFP and based on confidential performance report OR feedback obtained from the clients of the bidders, bids will be short listed for opening of price bids.

Out of the bids as opened above, Bidder who has quoted lowest rate in price bid (for 3-years together including GST) will be considered as L1 and work order will be placed.

I. तकनीकी मूल्यांकन से संबंधित अन्य दिशानिर्देश Other Guidelines related to Technical Evaluation

- I. During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests seeking explanation through GeM portal within 3 days or any such extended time frame indicated in the portal, if the bidder does not comply or respond by the date, their bid will be liable to be rejected. It is the responsibility of bidder to monitor the GeM portal every now and then in order to ascertain any exceptions are raised or clarifications are sought by bank post last date of bid submission. No separate intimation will be made by bank to the participated bidders for responding to the clarification sought.
- II. Setting of evaluation criteria for selection purposes shall be entirely at the discretion of the Bank. The decision of the bank in this regard shall be final and no correspondence

shall be entertained in this regard.

- III. The Bank may, at its discretion, waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder. Wherever necessary, observations on such 'minor' issues (as mentioned above) Bank may convey to the bidder, asking them to respond by a specified date also mentioning therein that, if the bidder does not respond by the specified date, their bid will be liable to be rejected.
- IV. The Bank shall follow all the guidelines/notifications for public procurement.

n. व्यवसायिक बोली का मूल्यांकन Commercial/Price Bid Evaluation

- i. Commercial Bids of only technically qualified shortlisted bidders will be opened for finalization of the bidder.
- ii. The final decision on the Bidder will be taken by Union Bank of India. Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any Bidder in the final shortlist.

o. Technical-Commercial Evaluation Process

- I. Only those bidders who qualify during technical evaluation will be eligible for participating in the Commercial Bid.
- II. In respect of all the qualified bidders, in whose case, the commercial bid has been opened, a combined techno-commercial evaluation will be done by the Bank as per the procedure governed by GeM Portal.
- III. The successful bidder shall be the bidder who quotes the lowest amount (L1) for the entire contract period of three (03) years, subject to compliance with the applicable minimum wages for the manpower deployed, as notified by the competent authority.

p. बोली-पूर्व बैठक Pre-bid Meeting

For the purpose of clarifications of doubts of the bidders on issues related to the RFP, Bank will hold a pre-bid meeting on the date & time as indicated in the GeM bid document. Only authorized representative of bidder (maximum two) will be allowed to attend the offline Pre-bid meeting. Interested bidders are required to attend the same physically at Union Bank of India, 1st floor, Procurement vertical, Central Office, Nariman Point, Mumbai as "RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of India".

Non- attendance at the Pre-bid Meeting will not be a cause for disqualification of a bidder.

Any modification of the RFP, which may become necessary as a result of the Pre- bid Meeting,

shall be made public by the Bank exclusively through the issue of Corrigendum on Bank's website www.unionbankofindia.bank.in and government GeM portal www.gem.gov.in.

q. अनुबंध प्रदान करना Awarding of Contract

- i. Upon completion of the Technical evaluation of the bids, the Bank shall determine the L-1 bidder based on the lowest rate quoted for the entire contract period of three (03) years, and the contract shall be awarded to the L-1 bidder.
- ii. However, the Bank shall be under no obligation to accept any bid or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those incomplete offers without assigning any reason whatsoever.
- iii. The Bank reserves the right to make any changes in the terms and conditions of tender. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of tender.

r. प्रदर्शन सुरक्षा (पीबीजी) Performance Security (PBG)

The successful bidders should provide Performance Security in form of Deposit/Fixed Deposit Receipt in Union Bank of India or a Performance Bank Guarantee for 5% of TCO for three years valid for 3 years within 15 days from the date of receipt of purchase order, or signing of the contract, whichever is earlier, in the format as provided in Annexure I with a claim period of 60 days and such other extended period as the Bank may decide for due performance of the project obligations. The PBG should be of that of scheduled Commercial Bank, other than Union Bank of India. PBG should be submitted to the Procurement Dept. IFSC Code for issuance of PBG is UBIN0580767 (In the name of Union Bank of India, Procurement Department). The Service Provider Bidder shall replenish the performance security, in case partial payment is made therefrom.

In the event of non - performance of obligation or failure to meet terms of this RFP the Bank shall be entitled to invoke the performance guarantee without giving notice or right of demur to the successful bidders. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the successful bidders should be included in the remaining amount of the contract value.

The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Performance Security, if any, under this contract.

If the Performance bank guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the successful bidders, will be forfeited.

s. कर और शुल्क Taxes and Duties

The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Bidder alone shall file all

applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner.

Bidder will be entirely responsible for all applicable taxes, duties, levies, charges, license fees etc., in connection with RFP for RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of at site including all travelling and other expenses. Payment of all taxes i.e. GST (CGST/SGST /IGST) will be made at actual, on production of suitable evidence of payment by the Bidder.

The Bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.

Wherever the laws and regulations require deduction of such taxes at the source of payment, Purchaser shall affect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Purchaser as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of this Contract.

t. **बोली की अस्वीकृति Rejection of Bid**

The Bid is liable to be rejected if:

- i. The document does not bear signature of authorized person in each page and duly stamp.
- ii. It is received other than online mode.
- iii. It is received after expiry of the due date and time stipulated for Bid submission.
- iv. Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal (RFP) are liable for rejection by the Bank.
- v. It is evasive or contains incorrect information.
- vi. Any form of canvassing / lobbying /influence/ query regarding short listing, status etc. will be a disqualification.
- vii. Bidder should comply with all the points mentioned in the scope of work. Noncompliance of any point will lead to rejection of the bid.
- viii. **Price information should not be submitted along with technical bids, if submitted along with technical bid, offer shall be rejected as nonresponsive.**

u. बोली का संशोधन और वापसी Modification and Withdrawals of Bid

- i. The bidder may modify its bid's submission anytime by logging in to the website <https://gem.gov.in> and uploading the documents again till final submission at last date and time of bid submission.
- ii. No bid can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of bids.
- iii. No bid shall be withdrawn in the intervening period between deadline for submission of bids and expiration of period of bid validity specified by bidder in the submitted bid. In the event of withdrawal of the bid by bidders, the bidder is liable to be suspended from participation in any future tenders of the Bank for 2 years.

v. मूल्य संरचना Price Composition

- I. The commercial bid should be quoted as per the GeM format and break up should be given as per the commercial bid break up format attached as annexure E to this bid.
- II. The prices should be firm and not dependent on any variable factors and expressed in Indian Rupees.
- III. Variation of price from the 1st year to the 2nd year and the 3rd year shall not be applicable. The total price quoted for three years shall be divided equally for each year.
- IV. The Total cost should be inclusive of all other charges but exclusive of GST (CGST/SGST/IGST) which will be paid at actual at the time of invoicing.
- V. Bidder has to show the bifurcation/details of GST (CGST/SGST/IGST) in every invoice.

भुगतान की शर्तें Payment Terms

- i. Payment shall be made on a quarterly basis for the services rendered, subject to submission of service reports of the air-conditioning machines duly signed by Bank officials, certified copies of attendance records of the deployed manpower, wage register, salary details and statutory compliance documents relating to PF, ESI, and Maharashtra Labour Welfare Fund (MLWF), duly certified and submitted to the Bank.
- ii. The Bank shall release payment only after submission and confirmation of proof of payment disbursed to the workers deployed at the site.
- iii. No advance payment will be released against purchase order.
- ii. Payment shall be released on submission of necessary proof and documents like original Invoices.

- iii. TDS on payments will be deducted as applicable.
- iv. All the payments will be made to vendor electronically in Indian Rupees only.
- v. Bank will pay invoices within 30 days from the date of receipt of physical invoice by the Bank, except for those portions of any invoice that the Bank disputes in good faith and in writing. No penalty /Interest will be paid for the delayed payment.
- vi. Vendor has to show the bifurcation/details of GST (CGST/SGST/IGST) in every invoice.
- vii. Prices payable to the vendor as stated in the Contract shall be firm and not subject to any changes at any circumstances during the contract period.

समयसीमा और दंड Timelines and Penalty

Successful bidder shall deposit 5 % of contract value per annum as security deposit by way of demand draft/BG. This will be returned only after completion of contract period. No interest will be paid on security deposit. Penalty towards of deficiency of services will be adjusted from Security deposit, if required.

Penalty:

In case of failure to attend complaints, delay in repair/restoration of AC units, non-deployment of technicians, or non-compliance with preventive maintenance schedules, penalties as specified shall be imposed. The maximum penalty shall be restricted to 10% of the AMC value. Persistent default may lead to termination of the contract without any financial implication on the Bank.

Penalty Clause:

The penalty clause is intended to ensure timely response, quality maintenance, and uninterrupted performance of air conditioning systems during the AMC period. Penalties shall be imposed for delays, non-performance, or failure to meet contractual obligations.

Failure in delivery of services for 2 times in a week/4 times in a month/6 times in a quarter shall attract a penalty of 1% to 5% of the Monthly/Quarterly AMC bill. Repeated default for 6 instances shall result in termination of contract, and the Bank shall have the right to blacklist and circulate details of the Service Provider.

परियोजना कार्यान्वयन अवधि Duration of Contract

The Annual Maintenance Contract (AMC) will be for a period of (3) three-year subject to annual review of performance by the Bank.

आरएफपी प्रतिक्रिया RFP Response

All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the

submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

कीमत की वैधता Price Validity

Prices payable for RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of India to the successful bidders as stated in the Contract shall be firm and not subject to any changes at any circumstances.

क्रय आदेश रद्दीकरण Purchase order Cancellation

If the successful bidder fails to deploy the required manpower and provide AMC services for Air Conditioning systems in accordance with the RFP terms and conditions and within the stipulated time schedule, such failure shall be treated as a breach of contract.

In the event of such breach, the Bank reserves the right to cancel the entire contract by giving 30 (thirty) days' notice, without prejudice to any other rights available to the Bank under the contract or law.

The Bank further reserves the right to cancel the contract/order at any time in case of non-satisfactory performance, persistent deficiencies, or serious discrepancies in the quality of services rendered to the Bank.

In addition to cancellation of the contract, the bidder shall be liable to be debarred/suspended from participating in future RFPs/ tenders of the Bank for a period of two (2) years, and the Performance Security/Security Deposit shall be forfeited by the Bank.

परिनिर्धारित हर्जाना Liquidated Damages (LD)

- I. Notwithstanding the Bank's right to cancel the order/contract, Liquidated Damages (LD) at the rate of 0.5% (zero-point five percent) of the total annual contract cost shall be levied for non-performance or non-satisfactory AMC services of Air Conditioning systems under the AMC.

The total liquidated damages so levied shall be subject to a maximum of 10% (Ten percent) of TCO of the annual contract value, inclusive of all applicable taxes.

The Bank reserves the right to recover the liquidated damages by any mode, including but not limited to adjustment against outstanding or future payments payable to the contractor, or by invocation of the Performance Bank Guarantee/Security Deposit, to the extent of such liquidated damages.

Levy and recovery of liquidated damages shall be without prejudice to the Bank's other contractual or legal rights, including termination of the contract.

- II. However, the Bank may, at its sole discretion, waive the liquidated damages in cases where the delay is not attributable to the Bidder.

- III. The Bank shall be entitled to deduct the amount of liquidated damages from any payments due to the Successful Bidder in respect of the same project/contract.
- IV. Any such deduction or recovery of liquidated damages shall not relieve the Successful Bidder of its obligations to complete the works/services nor absolve it from any other duties, responsibilities, or liabilities arising under the Contract/Agreement/Purchase Order.
- V. If any act of failure by the Service Provider results in failure or inoperability of the Airconditioners and Bank has to take corrective actions to ensure functionality of the machines/ equipments, the Bank reserves the right to impose penalty, which may be equal to the cost incurred or the loss suffered for such failures.
- VI. The Penalty and Liquidated Damages as mentioned above shall be independent to each other and will be levied separately or jointly as the case may be as per discretion of the Bank
- VII. Without prejudice to the above, the Bank reserves the right to recover such amounts by any permissible mode, including adjustment against any payments payable by the Bank to the contractor, or from any other dues, as deemed appropriate by the Bank.

सेवा स्तरीय करार Service Level Agreement

- a. Bank expects that the bidder shall be bound by the Service Levels described in this document.
- b. The bidder shall have to enter into “Service Levels Agreement” with Bank covering all terms and conditions of this RFP while providing the service support and onsite support.

Bidder has to guarantee completion of product as per specifications mentioned in the scope of work under this RFP and should be ready to execute service level agreement for the same.
- c. A penalty shall be imposed on the successful bidder if any fault, repair, or maintenance activity is not completed in accordance with the terms and timelines specified in this RFP.
- d. Any penalty imposed during the contract period shall be recovered from the payments due to the contractor and/or from the Performance Bank Guarantee (PBG).
- e. Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the service provider.
- f. RBI/Regulatory authority may inspect facilities of successful bidder 2 years beyond the contract period.
- g. The overall Penalty including LD during contract period will be to a maximum of 10% of the total value of order.

- h. The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet the delivery dates/time, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the successful bidder's performance.

क्षतिपूर्ति बांड Indemnity Bond

The selected Bidder/ Service Provider shall sign an Indemnity Bond in an approved format as per Annexure before starting the work, indemnifying the Bank from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the work place due to non-adherence to safety codes, non-following the standard work procedures and for violating rules and regulations for which the Service Provider shall be solely responsible.

In case of any damage to bank's property by the Service Provider, Bank shall have the right to recover the cost of such damages from payments due to the Service Provider and decision of the Bank shall be binding on the Service Provider.

In the event of any damage to the fixtures, loose furniture, interiors, computers, storage cabinets and such other equipment or to the existing building structure etc., while carrying out the contract works, the cost of repairing the same including the cost of replacement of any will be recovered from the Service Provider.

भ्रष्ट या कपटपूर्ण आचरण Corrupt or Fraudulent Practices:

20.1 The Bank as well as Bidder shall observe the highest standard of ethics during the execution of such contracts.

20.2 "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in the contract execution.

20.3 "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the detriment of Bank and includes collusive practice among tenderer (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

20.4 "Collusive practice" means a scheme or arrangement between two or more tenderer, with or without the knowledge of the bank, designed to establish tender prices at artificial, non-competitive level; and,

20.5 "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or effect the execution of the contract.

20.6 The Bank will reject a Bid for award if it determines that the Bidder recommended for award has directly or through an agent engaged in corrupt or fraudulent practices in competing for the contract in question.

20.7 The bank will declare a firm or individual as ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that they have, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract.

डेटा गोपनीयता अनुपालन Data Privacy Compliance

Bidder must ensure strict compliance with all relevant data privacy and security/laws/rules/regulation include Digital Personal Data Protection Act 2023 in all handling and reporting.

अनुबंध अवधि Contract Period

The Bank shall enter into a contract with the successful bidder for a period of three (3) years, subject to annual performance review of the services by the Bank.

'Service Level Agreement' to be signed between Bank and the Successful bidder/vendor/Service Provider following the completion of selection process and will continue until end of the contract period or terminated whichever is earlier.

प्राधिकृत हस्ताक्षरकर्ता Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with the BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by the BANK.

गोपनीयता Confidentiality

The bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- a. To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by the BANK;
- b. To only make copies as specifically authorized by the prior written consent of the Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- c. To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- d. To treat all Information as Confidential Information.
- e. The Selected Bidder shall be required to sign a Non-Disclosure Agreement with Bank

as per prescribed format provided in Annexure J within seven days of issuing the order/letter of intent.

- f. The Bidder shall be liable to indemnify and hold harmless the Purchaser Bank from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of any breach of Confidentiality clause.
- g. The Confidentiality obligations of this Clause shall survive the expiration, cancellation or termination of this Contract / Agreement.

The bidder shall ensure that its employees, advisers, potential financing sources and vendors, sub-contractors etc., who have access to the information are subject to obligations to maintain the confidentiality of the disclosed information, no less restrictive than those of the Non-Disclosure Agreement.

क्षतिपूर्ति और दायित्व की सीमा **Indemnity** and Limitation of Liability

Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including advocates' and counsels' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- i. Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Bidder under this RFP; and/or an act or omission of the Bidder and/or its employees, agents, sub- contractors in performance of the obligations under this RFP; and/or claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank; and/or
- ii. Claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Bidder to its employees, its agents, contractors and sub- contractors
- iii. Breach of any of the terms of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP; and/or
- iv. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
 - a. Breach of confidentiality obligations of the Bidder contained in this RFP; and/or
 - b. Negligence or gross misconduct or fraud attributable to the Bidder or its employees or sub-contractors; and/or
 - c. Loss of the Bank's data due to Bidder provided facility; and/or
 - d. Any deficiency in the services of the bidder; and/or

- e. Violation of any applicable laws by the successful bidder, its agents, employees, representatives etc.
- v. The successful bidder shall protect and save the Bank against all claims, losses, damages, costs, expenses, action suits and other proceedings, resulting from infringement of any patent, trade- marks, copyrights etc. by the successful bidder and/or its employee / agents.
- vi. In the event of successful bidder not fulfilling its obligations under this clause within the period specified in the notice issued, Bank has the right to recover the amounts due to it under this provision from any amount payable to the bidder in consequence of this RFP.
- vii. The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP. Bidder shall at its own cost and expenses defend or settle at all point of time any claim against the Bank that may arise against the Bank in pursuance of the Deliverables and Services delivered or provided under this RFP by the bidder.

अहस्तांतरणीय प्रस्ताव Non-Transferable Offer

This Request for Proposal (RFP) is not transferable. Only the bidder who has submitted the bid will be consider for further evaluation process.

पूर्णता की जिम्मेदारी Responsibility for Completeness

Any service, which might not have been specifically mentioned in this RFP but, are necessary for completion of the project, shall be provided as per the time schedule for smooth and efficient completion of project under Indian conditions.

The bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them, irrespective of whether these have been approved, reviewed or otherwise, accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, errors and omissions in drawing and other information as mentioned above within the time schedule and without extra cost to the Bank.

लेखा-परीक्षण Audit

The Bidder shall at all times whenever required furnish all information, records, data stored in whatsoever form to internal, external, Bank appointed and statutory/RBI inspecting auditors and extend full cooperation in carrying out of such inspection. The Bidder will also undertake to co-operate with the RBI to carry out its supervisory functions and objectives and will furnish all records and other information as RBI may call for to carry out inspection and/or other functions. The Bidder is required to facilitate the same at no additional cost and shall provide uninterrupted access to the documents required by the auditors. Further the Bidder has to ensure rectification of all the irregularities thus pointed out by the auditor within a given time frame.

The bidder has to ensure compliance of Information Security according to policy of the Bank and mitigate the risk, if any, within the stipulated time without any additional cost to Bank.

In line of above, the selected bidder shall ensure that all regulatory, Statutory, Local Administration requirements are adhered to subsequently while undertaking deliverable and services over the period of contract without any additional cost to Bank.

अपरिहार्य घटना Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

- Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics,
- Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,
- Terrorist attacks, public unrest in work area;

Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the Bank shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

निकास खंड Exit Clause

The Bank reserves the right to cancel the contract in the event of happening one or more of the following conditions:

- a. Failure of the successful bidders to accept the contract and furnish the Performance Bank Guarantee equivalent to 5% of the project cost within 7 days from the date of issuance /acceptance of letter of Intent/Purchase Order.
- b. Delay in delivery beyond the specified period.
- c. Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution.

In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder. Bank reserves right to exit at any time after giving notice period of 7 days during the contract period.

In case of termination of the contract on its expiry or otherwise, the persons so deployed by the service provider shall not be entitled to and will have no claim for any absorption in the regular or otherwise capacity in the Bank. The staff/ employees/ personnel of the bidder shall not under any circumstances be deemed

to have employer employee relationship with bank or with bank's employees/
staffs /officers /representatives /personnel/agents.

संविदा की समाप्ति Termination of Contract

- I. If the Termination is on account of failure of the successful bidders to perform the obligations under this RFP contract, the Bank shall have the right to invoke the Performance Security given by the selected bidder.
- II. The Bank will be entitled to terminate this Contract, without any cost to the Bank and recover expenditure incurred by Bank, on the happening of any one or more of the following:
 - The selected bidder commits a breach of any of the terms and conditions of the bid.
 - The Successful bidders goes into liquidation voluntarily or otherwise.
 - An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement.
- III. If not signed within 10 days from date of offer by Bank, the progress regarding the execution of the order accepted by the selected bidder is found to be unsatisfactory or delay in execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving 10 days' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- IV. If deductions on account of liquidated damages exceeds more than 10%.
- V. Non-satisfactory performance of the selected bidder during completion of project.
- VI. An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.
- VII. Failure to integrate/implement the Project as per the requirements of the Bank as stated in this RFP.
- VIII. Bank shall serve the cure-cum-termination notice to the bidder at least 7 days prior, of its intention to terminate services. If the performance is not cured to the satisfaction of bank within 7 days, termination will be effected.
- IX. Material discrepancies in the Deliverables and Services noted in the implementation of the Project. Bank reserves the right to procure the same or similar product from the alternate sources at the risk, cost and responsibility of the selected bidder.
- X. Selected bidder or its sub-contractors are found to be indulging in frauds.
- XI. The bank suffers a reputation loss on account of any activity of successful bidders penalty is levied by regulatory authority.

29. निविदा/बोली रद्दीकरण RFP Cancellation

The Bank reserves the right to cancel the RFP at any time without assigning any reasons whatsoever.

30. हितों का टकराव Conflict of Interest

Bank requires that bidder provide professional, objective, and impartial advice and at all times hold Bank's interest paramount, strictly avoid conflicts with other Assignment(s)/ Job(s) or their own corporate interests and act without any expectations/ consideration for award of any future assignment(s) from Bank.

Bidder have an obligation to disclose any situation of actual or potential conflict in assignment/job, activities and relationships that impacts their capacity to serve the best interest of Bank, or that may reasonably be perceived as having this effect. If the Bidder fails to disclose said situations and if Bank comes to know about any such situation at any time, it may lead to the disqualification of the Bidder during bidding process or the termination of its Contract during execution of assignment.

Without limitation on the generality of the foregoing, the successful service provider, and any of their affiliates and member firms, shall be considered to have a conflict of interest (and shall not be engaged under any of the circumstances) as set forth below:

- a. **Conflicting assignment/job:** The successful service provider (including its personnel) or any of its affiliates and member firms shall not be hired for any assignment/job that, by its nature, may be in conflict with another assignment to be executed for the same and/or for another employer.
- b. **Conflicting relationships:** The successful service provider (including its personnel) having a business or family relationship with a member of Bank's staff who is directly or indirectly involved in any part of (i) the preparation of the terms of reference of the assignment/job, (ii) the selection process for such assignment/job, or (iii) supervision of the contract, may not be awarded a contract, unless the conflict stemming from such a relationship has been resolved in a manner acceptable to UBI throughout the selection process and the execution of the contract.

31. मध्यस्थता Arbitration

All disputes and differences of any kind whatsoever arising out of or in connection with the purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement each party may appoint an arbitrator and such arbitrators shall appoint an Umpire before entering on the reference. The decision of the Umpire shall be final. Such arbitration shall be governed by the provisions of Indian Arbitration and Conciliation Act 1996. All arbitration proceedings shall be at Mumbai, Maharashtra State, India only and the language of the arbitration shall be English.

32. विवाद समाधान अधिकार क्षेत्र और शासी कानून Dispute Resolution, Jurisdiction & Governing Law

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Mumbai, Maharashtra State, India only. Law of India will be applicable for dispute resolution.

33. संचालन और रखरखाव सेवाओं के लिए संसाधनों की तैनाती Deployment of Resources for Operations & maintenance services:

The Service Provider shall provide Skilled / Semiskilled staff as detailed in the RFP document. The contractor should have provision to increase the number of employees according to requirement of the Bank. All persons employed by the Contractor shall be engaged by him as his own employees in all respects. The Service Provider, being the Employer in relation to persons engaged/employed by him for providing the services under this RFP, shall alone be responsible and liable to pay wages/salaries to such persons which in any case will not be less than the minimum wages as fixed/revised for the category of workers employed by him from time to time, by the Central Government and/or any authority constituted by or under any law.

34. न्यूनतम पारिश्रमिक Minimum Wages

The Service Provider shall pay not less than minimum wages prescribed by State Govt. or wages prescribed by Govt. of India for Public Sector Undertaking, whichever is more, to the workers engaged by them either on time rate basis or on piece rate basis on the work with increase any in the Minimum wages time to time. Minimum wages both for the time rate and for the piece rate work shall mean the rates(s) notified by appropriate authority from time to time during the currency of contract period.

The Service Provider shall within 7 days of the close of every month submit to the Bank, a Statement showing the recoveries of Contribution in respect of Employees employed by or through him and shall have to furnish such information as is required to be furnished under the provisions of Employees Provident Fund Scheme 1952 to the Provident Fund Commissioner, ESIC payment details and other statutory payment details.

The Service Provider shall release salary/payment to the employees within 7-days after completion of month. Bank will release the monthly payment to the Service Provider after disbursement of payment to the workers and submission of proof(Account statement & wage register).

If the Service Provider fails to submit the prescribed Returns, Records and other documents to the designated authority under the EPF & MP Act, 1952, ESIC and Scheme framed there under, Union Bank of India or an Officer acting on his behalf, UNION BANK will be at liberty to withhold the pending bills, Security Deposit etc., and or any other payments due to the Service Provider.

In complying with the said enactments or any statutory modifications thereof, the contractor shall also adhere to and comply following laws / acts or any other guidelines / law / act related to the contract or as amended by the concern authority from time to time:

1. The Labour Codes (Code on Wages, 2019; Industrial Relations Code, 2020; Code on Social Security, 2020 and Occupational Safety, Health & Working Conditions Code,

2020)

2. The Contract Labour (Regulation & Abolition) Act, 1970 and Central Rules 1971.
3. The Employees Provident Fund & Miscellaneous Provisions Act, 1952 and amendment thereof.
4. The Employees State Insurance Act, 1948.
5. The Minimum Wages Act, 1948.
6. Payment of Wages Act, 1936
7. The Payment of Bonus Act, 1965.
8. The Workmen's Compensation Act, 1923 (Amended), as applicable.
9. Maharashtra State Labour Act
10. Equal Remuneration Act, 1976
11. Payment of Gratuity Act, 1972
12. Any other Acts Central or States, they may be applicable or by law or enactment relating thereto and rules framed there under from time to time.

- The contractor shall adhere to and comply with all the laws that may be applicable to him and will extend all the benefits/privileges as applicable to persons engaged/employed by him including that of provident fund, ESI, Workmen's compensation, Bonus, Gratuity, Minimum Wages Act Leave etc. The contractor should be liable to pay all increases in EPF/ESI/Bonus/any other benefits corresponding to increases in minimum wages or otherwise. In case of any breach of any law, rules, notifications applicable to the employees/workers of the contractor, the contractor alone shall be responsible and liable for any act(s) of omission and/or commission committed by any employee/worker, agent, representative, attorney, person(s) engaged/employed by him for discharging the obligations under the agreement.
- Any cost incurred by the Bank in connection with any claim or proceedings under the said Acts or in respect of loss, injury or improper performance of this contract by the contractor or his workmen and any money which may become payable to Union Bank as aforesaid shall be deemed to be deducted/recovered by the bank from the contractor.
- The contractor shall keep the Bank saved harmless and indemnified against claims, if any, of the workmen and all costs and expenses as may be incurred by the Bank in connection with any claim that may be made by any workmen relating to work carried out by the contractor for this contract.
- In this effect, bidder has to submit undertaking on their company letterhead signed by authorized signatory.

The contractor shall also maintain following records / registers:

- I. Muster Roll in Form - XVI.
- II. Register for deduction for damage, loss in Form XX as per Rule 78(1)(a)(ii).
- III. Register of Fines in form - XXI.
- IV. Register of Advances in form - XXII.

The wage book, wage slips, the register of unpaid wages, the register of accidents, the register of fines, deductions required to be maintained under these regulations shall be

preserved for 12 months after the date of last entry made in these books and shall be made available for inspection by the Bank or Labour Welfare Officer or any Welfare Officer or any other Officer authorized by the Ministry in its behalf.

- **Safety Code-Responsibilities of the Service Provider in respect of Safety of Men, Equipment, material and Environment:**

Before commencing the work, Service Provider will submit a “SAFETY PLAN” to the Bank. The SAFETY PLAN shall indicate in detail the measure that would be taken by the Service Provider to ensure safety of men, equipment, material and environment during execution of work. During negotiations before placing the work order and during execution of the contract, Bank shall have right to review and suggest modification in the Safety Plan. Service Provider shall abide by the Bank’s decision in this respect.

The Service Provider shall take all necessary safety precautions and arrange for appropriate appliances as per direction of the Bank to prevent loss of human lives, injuries to personnel engaged and damage to property and environment.

The Service Provider shall adopt all fire safety measures.

The successful bidder will ensure strict compliance of all labour laws, insurance, minimum wages to the staff employed /deployed /engaged for the work assigned and the Bank will not be liable for any such persons/personnel of successful bidder and shall not be liable for any levies / penalties etc. that may be imposed by the Authorities concerned for their action/inaction. There shall be no employer employee relationship whatsoever between the bank and the successful bidder /their employees and the bidder or his employees, staff, agents will not be entitled to any employment with Bank. In the event of any demand/fines/penalty made by any of the authorities on bank in respect of the conduct/actions taken by the bidder/their employees/labourers, the Bank will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any.

The successful bidder shall keep the Bank saved harmless and indemnified against claims, if any, of the workmen and all costs and expenses as may be incurred by the Bank in connection with any claim that may be made by any workmen relating to work carried out by the contractor for this contract.

35. बोलियां जमा करना Submission of Bids

The bidders have to submit bid through Online. All documents as per requirement of RFP must be uploaded on the site <https://gem.gov.in>. Bids will be opened online at the following address as per the scheduled date and time.

The General Manager,
Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.
Telephone No-02245653726

Bank may, at its discretion, extend this deadline for submission of bids by releasing corrigendum to this RFP document.

Annexure A - Letter of Acceptance

(Letter to the bank on the bidder's letterhead)

To,

The General Manager,
Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

Dear Sir,

Sub: RFP for RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for **RFP for RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of**, detailed in your above referred in RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information are enclosed.

We agree to undertake the contract for AMC of Airconditioners, if allotted by you, as per the scope of work.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

The deviation, if any, has been given in the Annexure H - Declaration of Compliance attached.

We understand that

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form.

Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

- If our bid is accepted, we are to be responsible for the due performance of the contract.
- You may accept or entrust the entire work to one Bidder or divide the work to more than one Bidder without assigning any reason or giving any explanation whatsoever.
- Bidder means the bidder who is decided and declared so after examination of commercial bids.

Dated at _____ this _____ day of _____ 2026

Yours faithfully,

For _____

Signature _____

Name _____

Authorized Signatories
(Name & Designation, seal of the firm)
Date:

Annexure B - Bidder's Profile Format

Serial No.	Parameters	Response	
1	Name of the Firm/Company		
2	Year of Incorporation in India		
3	Names of the Partners/Directors		
4	Name, address & account details of the Principal Banker		
5	Addresses of Firm/Company		
	a) Head Office		
	b) Local Office in Mumbai (if any)		
6	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID.		
7	Financial parameters		
	Business Results (last 3 years)	Annual Turnover (Rs. in Crores)	Operating Profit (Rs. in Crores)
	2022-23		
	2023-24		
	2024-25		
	(Only company figures need to be mentioned. Not to include group/subsidiary Company figures)	(Mention the above amount in INR only)	

N.B. Enclose copies of Audited Balance Sheet along with enclosures

Dated this..... Day of 2026

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

Annexure C - Mandatory Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected.

Sr. No.	Eligibility Criteria	Documents to be submitted
1	The bidder must be a Firm/ Proprietary/Partnership/LLP/Company under the relevant Act with an experience of minimum 5 years' experience (as on 31.03.2026) of having rendered satisfactory AMC contracts in servicing & maintenance of air conditioning units in Govt./Public Sector Undertaking / Private corporate house / Staff Training Centre of PSB / PVT Corporates / Govt. Organization etc.	<p>1.Proof of Legal Status: Certificate of Incorporation (for Company)/ Partnership Deed (for Partnership Firm)/ LLP Registration Certificate (for LLP)/ Proprietorship Registration /Declaration / Registration certificate under the relevant Act.</p> <p>2.Proof of Experience (Minimum 5 Years as on 31.03.2026): Copies of work orders & completion certificate / AMC contracts for servicing and maintenance of air-conditioning units executed during the last five (05) years or more, issued by: Government Departments/ Public Sector Undertakings/ Public Sector Banks / Staff Training Centres of PSBs/Government Organizations/ Reputed Private Corporate entities</p> <p>3.Completion / Performance Certificates: Copies of completion certificates/ satisfactory performance certificates issued by clients. For ongoing AMC contracts, client-issued performance certificates confirming satisfactory execution.</p> <p>4. Experience Summary Statement: A self-certified statement on bidder's letterhead detailing client name, nature of AMC work, contract period, and location, demonstrating minimum five (05) years' relevant experience.</p> <p>5.Statutory Registration Documents: GST Registration Certificate PAN Card of the firm / entity</p>
2	The Bidder shall have a registered office / corporate office / branch office located within the Mumbai Metropolitan Area only, for the purpose of ensuring prompt coordination and effective service delivery during the contract period.	<p>1.Proof of Office Address in Mumbai Metropolitan Area, such as: GST Registration Certificate mentioning the Mumbai address / Certificate of Incorporation / Registration showing the Mumbai address / Shop & Establishment Registration Certificate issued by the competent authority.</p> <p>2.Address Verification Document (any one): Latest electricity bill / property tax receipt / /</p>

		<p>Registered lease deed / rent agreement for the office premises/Ownership document of the premises.</p> <p>3.Self-Certification: A self-certified declaration on the bidder's letterhead confirming that the submitted office address pertains to a functional registered / corporate / branch office in Mumbai Metropolitan Area.</p>
3	<p>The bidder shall have a minimum average annual turnover of Rs. 50.00 lakhs derived exclusively from repair, operation, maintenance, and servicing AMC contracts during the last three (03) financial years, namely 2023-24, 2024-25, and 2025-26. Turnover or receipts from works other than AMC contracts related to operation, servicing, and maintenance of services shall not be considered for the purpose of meeting this eligibility criterion.</p> <p>The bidder shall be required to submit a certificate duly issued by a Chartered Accountant (CA) certifying the eligible turnover, along with relevant work orders and completion certificates as supporting documentary evidence.</p>	<p>1.Relevant Work Orders / Contracts for AMC services, clearly indicating scope of work, contract period, client details, and contract value.</p> <p>2.Completion/Performance Certificates from clients for the AMC works considered for turnover; performance certificates are acceptable for ongoing contracts.</p> <p>3.Audited Financial Statements (Profit & Loss Account and Balance Sheet) for the relevant years.</p> <p>4.Chartered Accountant (CA) Certificate certifying: Minimum average annual turnover of Rs. 45.00 lakhs during FY 2023-24, 2024-25, and 2025-26. Turnover derived exclusively from AMC contracts for repair, operation, servicing, and maintenance. Exclusion of turnover from non-AMC activities. Certificate to include CA's membership number, firm registration number, seal, and date.</p> <p>5.Year-wise AMC Turnover Statement for the three financial years, duly certified by the CA.</p>
4	<p>The bidder must have successfully executed Similar Completed Works during the last five (05) years ending on 31.03.2026, meeting any one of the following criteria:</p> <p>Three (03) Similar Completed Works, each having an Annual Contract Value of not less than Rs. 50.00 lakhs, or</p> <p>Two (02) Similar Completed Works, each having an Annual Contract Value of not less than Rs. 75.00 lakhs, or</p> <p>One (01) Similar Completed Work having an Annual Contract Value of not less than Rs. 100.00 lakhs.</p>	<p>1.Work Order / Contract Agreement: Copies of work orders / contract agreements issued by the client for Similar Completed Works. Each work order shall clearly indicate: Name of the client Nature and scope of work (Similar Work) Contract period Annual Contract Value Location of work</p> <p>2. Completion Certificate: Copies of Completion Certificates issued by the respective client(s) confirming successful completion of the work. The completion certificate must clearly mention: Contract reference number Contract value / annual contract value Date of completion Confirmation of satisfactory execution</p> <p>3. Client Details: Details of the client organization (Government Department / PSU / PSB / Government Organization / reputed Private Corporate entity), including: Full name and address of the client Contact details (for verification, if required)</p> <p>4. Summary Statement of Similar Works:</p>

		<p>A self-certified summary statement on the bidder's letterhead, indicating: Number of Similar Completed Works Client name Annual Contract Value Contract period Reference to supporting work order and completion certificate The summary shall clearly demonstrate fulfillment of any one of the prescribed criteria (three / two / one similar completed works). 5. Certification of Documents: All documents submitted shall be self-certified / duly certified copies. The Bank reserves the right to verify the credentials directly from the issuing authority/client.</p>
5	Note: "Similar Completed Work" under this clause shall mean successful completion of AMC contracts (Repairs, maintenance & servicing of Airconditioners - Window, Split, Cassette, Ductable, Package, Tower & VRV/VRF etc.) for the Public Sector Banks, Financial Institutions, Corporates, Central & State Govt. departments/Organization, Public Sector Undertakings etc. Supply and installation works will not be considered for the above pre-qualification criteria.	
6	<p>The bidder shall possess valid and applicable statutory registrations under the prevailing laws, as listed below, and the same must be valid on the date of bid submission:</p> <ol style="list-style-type: none"> 1. Permanent Account Number (PAN) issued by Income Tax Department 2. Goods and Services Tax (GST) Registration Number 3. Employees' Provident Fund Organisation (EPFO) Registration Number (If applicable). 4. Employees' State Insurance Corporation (ESIC) Registration Number (If applicable). 	<p>The bidder shall submit self-attested copies of the following documents as proof of compliance:</p> <ol style="list-style-type: none"> 1. PAN Card issued by the Income Tax Department. 2. GST Registration Certificate (GSTIN). 3. EPFO Registration Certificate / allotment letter indicating the Establishment Code Number. 4. ESIC Registration Certificate / allotment letter indicating the Employer Code Number.
7.	<p>The bidder must possess a valid Service Authorization Certificate issued by the Original Equipment Manufacturer (OEM) for VRV / VRF air-conditioning systems, authorizing the bidder to carry out installation, servicing, maintenance, and AMC/CAMC works for the said equipment. The authorization shall be valid as on the date of bid submission and shall remain valid during the currency of the contract.</p>	<p>1. OEM Service Authorization Certificate: Copy of a valid service authorization certificate issued by the respective OEM for VRV / VRF air-conditioning systems. The certificate shall clearly mention: Name of the bidder (authorized service provider) Name of the OEM Authorization scope (service / maintenance / AMC) Validity period of authorization 2. OEM Confirmation Letter: In case the authorization certificate does not clearly specify the scope or validity, a confirmation / renewal letter from the OEM indicating continued authorization for VRV / VRF systems shall be submitted.</p>

Bank reserves the right to verify the proof of having experience and expertise of the bidder in executing similar works and the bidder has to produce the proof thereof.

11. Credentials of bidders who fulfil minimum requirements as above will be crosschecked with their clients i.e. of previous AMC / ongoing AMC contracts and a confidential report will be obtained on the performance credentials of contractor. If the confidential report does not read satisfactory report of the bidders or any negative feedback of the bidder is given by the employer, the bidder will be declared disqualified even he fulfils technical parameters as above under para 10.

Thus based on technical pre-qualification criteria as specified in the RFP and based on confidential performance report OR feedback obtained from the clients of the bidders, bids will be short listed for opening of price bids.

Note:

- a. Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.
- b. Bidder should give a presentation to the Bank's appointed internal committee, when the same is scheduled. The brief presentation shall include the approach, methodology and work plan for the evaluation exercise. Presentation should clearly articulate the deliverables at each stage of the proposed work. Documents relating to this shall form part of the details provided in the technical bid.
- c. Vendor must comply with the above-mentioned criteria. Non-compliance to any of the criteria can entail rejection of the offer. Photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. The Bank reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.
- d. The participating bidders are required to submit unambiguous documentary evidences, in support of their meeting the above eligibility criteria. The bidder must comply with all above mentioned criteria. Non-compliance of any criteria will entail rejection of the bid summarily.
- e. Bank reserves the right to verify/evaluate the claims made by the bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidder. The Bank may accept or reject an offer without assigning any reason whatsoever.

Place:

Date:

Authorized Signatory:

Name & Designation:

Business Address & email id:

ANNEXURE D: Technical Evaluation Criteria

1. Technical Scoring Sheet:

Sr. No.	Evaluation Parameters	Criteria	Assigned Marks	Self-rating marks
01.	Years of Experience in CAMC of Air-Conditioning Systems.	More than 7 years	25	
		More than 5 years to 7 years	20	
		5 years	15	
02.	Average Annual Turnover in 3 years i.e., FY 2022-23, FY 2023-2024 and FY2024-25 (In Rs.) (*If audited balance sheet is not available for FY 2024-25, submit provisional balance sheet duly certified by Chartered Accountant.)	More than 2 crores	25	
		More than 1.0 crores to 2.0 crores	20	
		up to 1.0 crores	15	
03.	Total No. of clients on PSU/PSB/ Central Govt./State Govt. empanelment basis in the last 3- years i.e., FY 2022-23, FY 2023-24 and FY 2024-25	More than 5 clients	25	
		3-4 clients	20	
		3- clients	15	
04.	Experience in providing Comprehensive Annual Maintenance Contract (CAMC) services for air conditioning systems	Above 0.25 lakh copy	25	
		0.10 lakhs to 0.25 lakh copy	20	
		Up to 0.10 lakhs copies	10	

Note:

Criteria mentioned above is just minimum requirement. The bank at its discretion may upgrade the criteria. No complaint on this account will be entertained. Agencies scoring 70-marks & above will only be considered for pre-qualification. Agencies themselves have to fill in self-rating marks column in the above table.

Annexure E - Compliance to RFP Terms & Conditions

S. No.	Clause Details	Bidder's Compliance (Yes/No)
1	Introduction	
3	Objectives of the RFP	
4	Definitions	
5	Invitation to Tender Bids/RFP	
6	Eligibility Criteria	
7	Scope of Work	
8	Cost of Bidding	
9	Language of Bid	
10	Instructions for Bid Submission	
11	Taxes and Duties	
12	Rejection of Bid	
13	Modification and/or withdrawal of Bid	
14	Price Composition	
15	Payment Terms	
16	Penalty	
17	Project implementation period	
18	RFP Response	
19	Patent Rights	
20	Price Validity	
21	Order Cancellation	
22	Liquidated Damages (LD)	
23	Service Level Agreement	
24	Data Privacy Compliance	
25	Contract Period	
26	Authorized Signatory	
27	Confidentiality	
28	Indemnity and Limitation of Liability	
29	Intellectual Property Rights	
30	Non-Transferable Offer	
31	Responsibility of Completeness	
32	Audit	
33	Force Majeure	
34	Exit Clause	
35	Termination of contract	
36	RFP cancellation	
37	Conflict of Interest	

This email has been classified as Public by Sender.

S. No.	Clause Details	Bidder's Compliance (Yes/No)
38	Arbitration	
39	Dispute Resolution, Jurisdiction & Governing Law	
40	Submission of bids	

Place:

Date:

Authorized Signatory:

Name & Designation:

Business Address & email id:

Annexure E - Commercial Bid Break Up

1. The AMC cost is annual basis and inclusive of all expenses.
2. Total Fees quoted above will be considered for the Techno Commercial Evaluation excluding taxes which will be paid on actual basis after deducting applicable taxes.
3. In case of any discrepancy, price quoted in words will be considered for computation of TCO.
4. The quoted contract price shall include manpower cost (Skilled & Semi-Skilled) and applicable taxes, which shall be paid as per prevailing rates at the time of payment. Conditional commercial bids shall be rejected. Payment shall be made upon submission and verification of statutory documents including attendance, wage registers, salary slips, PF/ESIC/MLWF challans, and after deduction of TDS as applicable. Any other statutory documents as required under local, State, or Central Government laws (As per price Bid enclosed).
5. The engagement will come into effect from the date mentioned in the work order to be issued to the selected bidder.
6. Final prices quoted by the Bidder shall remain fixed for the period specified in this document (for the entire contract period).
7. Bids submitted without adherence to the prescribed price bid format or without compliance to minimum wage requirements in the price quotation shall be deemed non-responsive and shall be rejected.

Authorized Signatory:

Place:

Name & Designation & mail id:

Date:

Business Address:

Annexure G - Know Your Employee (KYE)

(To be submitted by all bidders on their letter head)

To

The General Manager,
Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

UNDERTAKING

1. We _____ (name of the company) hereby confirm that all the resource (both on-site and off-site) deployed/to be deployed on Bank's project for _____ (Name of the RFP) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.
2. We further undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages, claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.
3. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, etc) to Bank before deploying officials in Bank premises for _____ (Name of the RFP)."
4. We hereby agree that we being the Employer in relation to persons engaged/employed by us for providing the services under this contract, shall alone be responsible and liable to pay wages/salaries to such persons which in any case will not be less than the minimum wages and other benefits as fixed/revised for the category of workers employed by us from time to time, by the state/Central government and/or any authority constituted by or under any law. Also, the persons so deployed by us in the Bank shall not have claims for any master and servant relationship nor have any principal and Agent relationship with or against Bank.

Signature of Competent Authority with company seal _____

Name of Competent Authority _____

Company / Organization _____

Designation within Company / Organization _____

Date _____

Name of Authorized Representative _____

Designation of Authorized Representative _____

Signature of Authorized Representative _____

Verified above signature

Signature of Competent Authority _____

Date _____

Annexure H - Declaration for Compliance

All Terms and Conditions including scope of work except technical specifications

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:

Name

Date

Seal of company:

Technical Specification

We certify that the systems/services offered by us for RFP confirms to the specifications stipulated by you with the following deviations

List of deviations

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Signature:

Name

Date

Seal of company:

(If left blank it will be construed that there is no deviation from the specifications given above)

Annexure I - Format of Performance Bank Guarantee
(Covering Delivery obligations)

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Union Bank of India, as per the following format.
2. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (not less than ` 500/-).
3. The stamp paper should be purchased either in the Name of the Bank executing the Guarantee or in the name of Union Bank of India.
4. This Bank Guarantee should be furnished within 30 days from the date of purchase order or the delivery period prescribed in the purchase order whichever is earlier.
5. This Bank Guarantee should be directly sent to the Purchaser by the Issuing Bank under Registered Post with Acknowledge Due.

To

Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

Dear Sir,

In consideration of Union Bank of India, CO, Procurement Department, 1st Floor, Near Vidhan Bhawan, Nariman Point Mumbai-400021, placing an order for delivery & installation of & on _____ having registered office at _____ (hereinafter called the vendor) as per the purchase contract entered into by the vendor vide purchase contract no _____ dated _____ (hereinafter called the said contract), we _____ (Name of the Guarantor Bank), a 'schedule bank', issuing this guarantee through its branch at _____ presently located at _____ (hereinafter called the bank), do hereby irrevocably and unconditionally guarantee the due performance of the vendor as to the **RFP for RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of** as per the said contract entered into by the vendor with you.

If the said vendor fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we _____ (Name of the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said vendor of any of the terms and conditions of the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.

We _____ (Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid will you unless you certify that the vendor has fully performed all the terms and

conditions of the said contract and accordingly discharge this guarantee, or until _____ , whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before _____, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the vendor and at our discretion, provided such request is served on the bank on or before _____.

Failure on part of the vendor in this respect shall be treated as a breach committed by the vendor and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the vendor or any other forbearance act or omission on your part or any indulgence by you to the vendor or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the vendor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the vendor, the beneficiary of this guarantees i.e. Yourself, and ourselves i.e. _____(Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Notwithstanding anything contained herein above:

- I) Our liability under this bank guarantee shall not exceed ` (Rupees Only)
- II) This bank guarantee shall be valid up to _____.
- III) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before _____ 12:00 hours (Indian standard time) where after it ceases to be in

effect in all respects whether or not the original bank guarantee is returned to us.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature

Name

(In Block letters)

Designation

(Staff Code No.).....

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1..... (Signature with Name, Designation & Address)

2..... (Signature with Name, Designation & Address)

Annexure J - Confidentiality / Non-Disclosure Agreement

This CONFIDENTIALITY AGREEMENT (the “Agreement”) entered into on this _ day of 2026, and shall be deemed to have become in full force and effect from (the “Effective Date”).

BY and between M/s. _____ a company incorporated under the provisions of the Companies Act, _____ in force in India, having its registered office at _____ (hereinafter referred to as “-----” or “Vendor” which expression shall, unless it be repugnant or contrary to the context or meaning thereof, mean and include its, successors and permitted assigns) of the ONE PART

AND

Union Bank of India, a corresponding new bank constituted under section 3 of Banking Companies (Acquisition & Transfer of Undertakings) Act 1970 having its Head office at Union Bank Bhavan, Vidhan Bhavan Marg, Nariman Point, Mumbai - 400021 (hereinafter referred to as “Union Bank” or “Bank” which expression shall, unless it be repugnant to the context or meaning thereof, mean and include its successors and permitted assigns), of the OTHER PART:

----- and the Bank shall hereinafter jointly be referred to as “Parties” and individually as a “Party”.

In this Agreement, “Affiliate” means any entity which from time to time Controls, is Controlled by or is under common Control with the relevant party or entity, where “Control” means having the ability (including, without limitation, by means of a majority of voting rights or the right to appoint or remove a majority of the board of directors) to control the management and policies of an entity.

WHEREAS:-

- i. Vendor inter-alia is engaged in the business of audit.
- ii. Union Bank has agreed to disclose, transmit, receive, and/or exchange certain “confidential information” to cover the business transaction between parties for the provision of services related to _____ (“the Purpose”) as more particularly described in Purchase Order no _____, issued by Union Bank in favor of M/s. -----.

NOW THIS AGREEMENT WITNESS:

1. Interpretation

In this Agreement “Confidential Information” means all information belonging to a Party that is or has been disclosed to one Party (the “Receiving Party”) by the other Party (the “Disclosing Party”) in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, note or module

thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties.

Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes or is in possession of the Receiving Party, legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or (e) is disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

2. Confidentiality:

2.1 Except to the extent as agreed herein, the Receiving Party agrees to regard, preserve and keep as secret and confidential all Confidential Information of the Disclosing Party or its clients or any member of their group disclosed under this Agreement. In maintaining confidentiality hereunder the Receiving Party agrees and accepts that it shall not, either on its own account or jointly with or for any other person, firm, company or any other entity, without obtaining the written consent of the disclosing party.

- I. disclose, transmit, reproduce or make available any such Confidential Information to any person firm, company or any other entity other than its directors, partners, advisers, agents or employees, who need to know the same for the purpose of evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose aforesaid; or
- II. use the Confidential Information for any purpose other than evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose for which it is disclosed; or
- III. disclose, announce or otherwise publicize the existence of its association with the Disclosing Party or the existence of the project with the Disclosing Party or any other arrangement (existing or possible) between the disclosing party, its clients or itself in connection with any project/assignment; or
- IV. use any such Confidential Information for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its clients or any member of their group or their projects.

2.2 The Receiving Party also agrees and accepts that it may endeavor:

- I. use at least the same degree of care in safeguarding such Confidential Information as it uses for its own Confidential information of like importance and such degree of care shall be at least that which is reasonably calculated to prevent such inadvertent disclosure;
- II. keep the Confidential Information and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party;
- III. limit access to such Confidential Information to those of its (including its Affiliates") directors, partners, advisers, agents or employees who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees so involved to protect the Confidential Information in the manner prescribed in this Agreement; and
- IV. upon discovery of any disclosure or suspected disclosure of Confidential Information, to take reasonable effort to as per the circumstances, to inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information, in whatsoever form, including any and all copies thereof.

3. Return or destruction:

The Receiving Party may, upon completion of the purpose mentioned aforesaid or at any time on receipt of a written demand from the disclosing party: i) immediately return all written Confidential Information and all copies thereof provided to, or produced by, it or its advisers, as the case may be, which is in such party's possession or under its custody and control; ii) to the extent practicable, but without prejudice to the obligations of confidentiality herein, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the other party; iii) so far as it is practicable to do so (but, in any event, without prejudice to the obligations of confidentiality contained in this Agreement), immediately expunge any Confidential Information relating to the Disclosing Party or its clients or any member of their group or their projects from any computer, word processor or other device in its possession or under its custody and control.

4. Permitted disclosure:

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

5. Ownership of Information:

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party or its clients and its disclosure shall not confer on the Receiving Party any rights (including any intellectual

property rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

6. No Representation:

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Party or be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur / undertake any obligations not specified herein and neither party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

7. Remedies and Relief:

The parties hereto acknowledge that remedies at law may be inadequate to protect the Disclosing Party or its clients against any actual breach of this Agreement by the Receiving Party, and, without prejudice to any other right and remedies otherwise available to the Disclosing Party or its clients, the Receiving Party agrees that Disclosing Party has a right to seek injunctive relief in its favor upon proof of actual damage and upon establishment of the fact that such actual damage has taken place due to reasons directly attributable upon the Receiving Party. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or equity. Disclosing Party shall be entitled to recover its cost and fees, including Advocate's fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its cost and expenses including Advocate's fees.

8. No Assignment

This Agreement shall not be assigned by the successful bidders, by operation of law or otherwise, without the prior written consent of Bank. This Agreement shall inure to the benefit of and will be binding upon the parties' respective successors and permitted assigns.

9. Severability

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity, legality, or enforceability of the remaining provisions contained in this agreement will not be in any way affected or impaired by such a finding.

10. Delay or Waiver

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of non-enforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

11. Notices

Notices as required by this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

12. Term

This Agreement shall commence from the Effective Date of this Agreement and shall be valid for 2 years beyond contract period. Confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement. Either Party may terminate this Agreement for breach, if the defaulting Party fails to rectify the breach within the one month notice period issued by the non-defaulting Party. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

13. Governing Law

The provisions of this Agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of courts in Mumbai.

14. Indemnity

The Receiving Party agree to indemnify and hold harmless the Disclosures against all costs, liability, losses and claims incurred by the Disclosing Party as a result of a breach of this Agreement.

15. Modification

Modification to any of the provisions of this Agreement shall be void unless it is writing and duly executed by Parties.

16. Headings

The headings given herein above are for ease of reference only and shall not attach or have any effect/ meaning whatsoever contrary to what is stated in the agreement.

17. Review of Contract and performance

Bank shall have the right of periodical /yearly review of the performance of the successful bidders with regard to upgradation of processors, memory and storage space and maintenance support under the contract which would be basis of continuation or termination of the same. Bank shall also have the right to review, either itself or through another agency as it may deem fit, the financial and operating performance of the bidder in order to assess the ability of the bidder to continue to meet its outsourcing/contractual obligations.

18. Proprietary Rights:

The entire work product mentioned in this RFP shall be the sole and exclusive property of the Bank. The successful bidders hereby-irrevocably grants, assigns, transfers to the Bank all rights, title and interest of any kind, in and to the work product produced under RFP contract. All information processed, stored, or transmitted by successful bidders belongs to the Bank. The Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately. Any information considered sensitive by the bank must be protected by the successful bidders from unauthorized disclosure, modification or access. The bank's decision will be final.

The successful bidders will ensure strict compliance of all labour laws, insurance, minimum wages to the staff employed /deployed /engaged for the work assigned and the Bank will not be liable for any such persons/personnel of successful bidders and shall not be liable for any levies / penalties etc. that may be imposed by the authorities concerned for their action/inaction. There shall be no employer employee relationship whatsoever between the bank and the successful bidders /their employees and the bidder or his employees, staff, agents will not be entitled to any employment with Bank. In the event of any demand/fines/penalty made by any of the authorities on bank in respect of the conduct/actions taken by the bidder/their employees/labourers, the Bank will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any.

19. Counterparts

This Agreement has been signed in duplicate, each of which shall be deemed to be an original. The exchange of a fully executed Agreement (in counterparts or otherwise) by fax shall be sufficient to bind the parties to the terms and conditions of this Agreement.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE CAUSED THIS AGREEMENT TO BE EXECUTED BY THEIR AUTHORIZED REPRESENTATIVES ON THIS _____ DAY OF _____ 2019

This email has been classified as Public by Sender.

Signed and delivered by

M/s _____

Signed by:

Name

Title

in the presence of

Signed and delivered by

Union Bank of India

Signed by:

Name

Title

in the presence of

Annexure K - Bid Query Format

Bidders have to provide their queries on eligibility criteria, scope of work, terms & conditions etc. in excel format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below (all the pre-bid queries will be entertained in this Microsoft Excel format by e-mail):

Queries will not be accepted in any other format other than Microsoft Excel.

Sl No	Clause no	Page no	Clause	Query	Bank Response
-------	-----------	---------	--------	-------	---------------

Place:

Date:

Name & Designation:

Business Address:

Annexure L - Undertaking by Bidder

Place:
Date:

To:
The General Manager,
Union Bank of India,
1st floor, Procurement Dept, Central office
Near Vidhan Bhawan Nariman Point,
Mumbai 400021

Undertaking (To be submitted by all Bidders' on their letter head)

We _____ (bidder name), hereby undertake that-

- As on date of submission of tender, we are not blacklisted by the Central Government / any of the State Governments / PSUs in India or any Financial Institution in India.
- We also undertake that, we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

Date

This email has been classified as Public by Sender.

Annexure M - Restriction on Procurement due to National Security

(This Certificate should be submitted on the letterhead of the bidder as well as the OEM / Manufacturer duly signed by an authorized signatory)

Date:

To,
The General Manager,
Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

Dear Sir,

Ref.: RFP No.: _____ Dated: _____

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or if, from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered. A copy of the Registration Certificate is attached.

Yours faithfully,

Authorized Signatory
Name:
Designation:
Vendor's Corporate Name
Address
Email and Phone #

Annexure N - Bid Security Declaration

(This annexure should be submitted by all bidders who are claiming waiving off of EMD)

To

Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

Dear Sir,

Subject: Request for Proposal (RFP) for the RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of

We _____ (bidder name), hereby undertake that we are liable to be suspended from participation in any future RFPs/ tenders of the Bank for 2 years from the date of submission of Bid in case of any of the following:

1. If the bid submitted by us is withdrawn/modified during the period of bid validity.
2. If any statement or any form enclosed by us as part of this Bid turns out to be false / incorrect at any time during the period of prior to signing of Contract.
3. In case of we becoming successful bidder and if:
 - a) we fail to execute Contract within the stipulated time.
 - b) we fail to furnish Performance Bank Guarantee within the timelines stipulated in this RFP document.

Yours faithfully,

Date:

For _____

Signature _____

Name _____

Authorized Signatories
(Name & Designation, seal of the firm)

Annexure O - Bank Guarantee for EMD

Date:
To

Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

Dear Sirs,

M/s _____ having their registered office at _____ (hereinafter called the 'Bidder') wish to respond to the Request for Proposal (RFP) for the RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of , self and other associated Bidders and submit the proposal for the same as listed in the RFP document.

Whereas the 'Bidder' has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of Rs. 1 lakh as bid security as required to be submitted by the 'Bidder' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. Withdraws its bid during bid validity period
2. Refuses to honor indicative commercial bid. Bank reserves the right to place order onto Bidder based on indicative prices quoted by them.
3. Refuses to honor the reverse auction price quoted by them.
4. Declared L-1 Bidder based on Reverse Auction event and fails to submit the cost breakup within reasonable time (say 3 days).
5. Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein

We undertake to pay immediately on demand, to Union Bank of India, the said an amount of Rs 1 lakh without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Union Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

- 1) Our liability under this Bank guarantee shall not exceed an amount of Rs1 lakh.
- 2) This Bank guarantee will be valid up to _____; and a claim period of one month thereafter and
- 3) We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____.
- 4) At the end of expiry of the validity period, unless an action to enforce the claim under this guarantee is initiated before the court or Tribunal on or before 12 months after the expiry of the validity period, all your rights under this Bank guarantee shall stand extinguished and we shall be relieved and discharged from all our liabilities and obligations under this Bank Guarantee irrespective of return of original Bank Guarantee.

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In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this _____ day of _____ at _____.

Signature

Name

(In Block letters)

Designation

(Staff Code No.).....

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1..... (Signature with Name, Designation & Address)

2..... (Signature with Name, Designation & Address)

This email has been classified as Public by Sender.

Annexure P - Letter for Refund of EMD

LETTER FOR REFUND OF EMD
(To be submitted by the unsuccessful bidders)

Date :

The General Manager,
Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

We _____(Company Name) had participated in the RFP for the RFP for comprehensive annual maintenance contract (CAMC) towards operation, maintenance and servicing of air conditioners provided at central office, its associated offices and residential quarters in Mumbai / Thane - Union Bank of and we are an unsuccessful bidder.

Kindly refund the EMD submitted for participation. Details of EMD submitted are as follows

Sr. No	Bidder Name	BG / DD Number	Drawn on (Bank Name)	Amount(Rs)

Bank details to which the money needs to be credited via NEFT are as follows

1. Name of the Bank with Branch
2. Account Type
3. Account Title
4. Account Number
5. IFSC Code

Sign

Name of the signatory

Designation

Company Seal.

Annexure Q

Certificate for Waiver for MSE/NSIC Firms/Companies/Start-ups
(on Letter head of Chartered Accountant)

Date:

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s. _____, having registered office at _____ has made an investment of Rs. _____/- in _____, as per Audited Balance Sheet as on 31.03.2024. Further we certify that the Company is classified under Micro and Small Enterprise (MSE) as per MSME Act 2006 and subsequent government notifications.

We have checked the books of the accounts of the company and certify that the above information is true and correct.

Chartered Accountant

Firm/Company Name

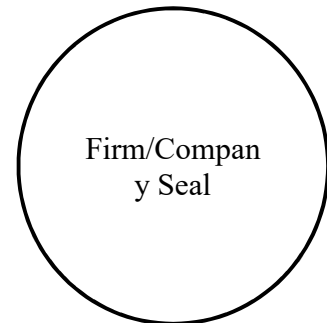
Signature

Name

Reg. No.

VID No.

-----XXXXX-----



Annexure R - Proposed List of Key Personnel

Sl. No.	Name	Age	Qualification	Experience relevant to RFP	Proposed Role in the Team
1					
2					
3					
4					

A list of key personnel to be deployed for the project to be furnished with details as per the table above.

The Bank shall reserve the right to seek the change of resource personnel in case on need.

Signature of the Authorized Signatory Name:

Designation:

Name of the Firm: Address:

Note:

The proposed team shall be composed of experts and specialists (the “Professional Personnel”) in their respective areas of expertise and managerial / support staff (the “Support Personnel”) such that the Consultant should be able to complete the Consultancy within the specified time schedule. The Key Personnel shall be included in the proposed team of Professional Personnel. Other competent and experienced Professional Personnel in the relevant areas of expertise must be added as required for successful completion of this Consultancy.

ANNEXURE S: Pre-Contract Integrity Pact (To be Stamped as an Agreement on stamp of ₹500 in the state of Maharashtra)

INTEGRITY PACT

Between

Union Bank of India having its registered office at Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai, India -400 021 hereinafter referred to as “The Principal,” and _____ hereinafter referred to as “The Bidder.”

Preamble

The principal intends to award contracts for, under laid down organizational procedures, The Principal values full compliance with all relevant laws of the land, rules, regulations, economical use of resources, and fairness/ transparency in its relations with its Bidder(s).

To achieve these goals, the principal shall appoint Independent External Monitors (IEMs) who shall monitor the tender process and the execution of the contract for compliance with the abovementioned principles.

Section 1 - Commitments of the Principal

1) The principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

- a) No employee of the principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b) The principal shall treat all Bidder(s) with equity and reason during the tender process. The principal shall, in particular, before and during the tender process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in the tender process or the contract execution.
- c) The principal shall exclude from the process all known persons having conflict of interest.

2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the principal shall inform the Chief Vigilance Officer and in addition shall initiate disciplinary proceedings.

Section 2 - Commitments of the Bidder(s)

1) The Bidder(s) commits themselves to take all measures necessary to prevent corruption. The Bidder(s) commits themselves to observe the following principles during participation in the tender process and the contract execution.

a) The Bidder(s) shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which they are not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or the execution of the contract.

b) The Bidder(s) shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal, in violation of the Competition Act, 2002 (as amended from time to time). This applies in particular to prices, specifications, certifications, subsidiary contracts,

submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the tender process.

c) The Bidder(s) shall not commit any offence under the relevant IPC/PC Act; further, the Bidder(s) shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.

d) The Bidder(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details, as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers," shall be disclosed by the Bidder(s). Further, as mentioned in the Guidelines, all the payments made to the Indian agent/representative must be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed on Annex hereto.

e) The Bidder(s) shall, when presenting their bid, disclose any and all payments made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with the award of the contract.

f) Bidder(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision.

2) The Bidder(s) shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from the tender process and exclusion from future contracts

If the Bidder(s), before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s) from the tender process or take action as per laid down procedure to debar the Bidder(s) from participating in the future procurement processes of the Union of India.

Section 4 - Compensation for Damages

1) If the Principal has disqualified the Bidder(s) from the tender process before the award according to Section 3, the principal is entitled to demand and recover the damages equivalent to Bid Security.

2) If the Principal has terminated the contract according to Section 3, or if the principal is entitled to terminate the contract according to Section 3, the principal shall be entitled to demand and recover from OEM liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

If the Bidder makes an incorrect statement on this subject, the principal shall act like para of Section 4 above.

Section 6 - Criminal charges against violating Bidder(s)

If the Principal obtains knowledge of the conduct of a Bidder or of an employee or a representative or an allied firm of a Bidder which constitutes corruption, or if the principal has substantive suspicion in this regard, the principal shall inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

1)The principal shall appoint competent and credible Independent External Monitor(s) for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review, independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

2)The Monitor is not subject to instructions by the parties' representatives and performs their functions neutrally and independently. The Monitor would have access to all Contract documents whenever required. It shall be obligatory for them to treat the information and documents of the Bidders as confidential. They report to the Management of the Principal.

3) The Bidder(s) accepts that the Monitor has the right to access without restriction, all Project documentation of the principal, including that provided by OEM. Upon their request and demonstration of a valid interest, the Bidder shall also grant the Monitor unrestricted and unconditional access to their project documentation.

4)The Monitor is under contractual obligation to treat the information and documents of the Bidder(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and 'Absence of Conflict of Interest.' In case of any conflict of interest arising later, the IEM shall inform the Management of the Principal and recuse themselves from that case.

5)The principal shall provide the Monitor with sufficient information about all meetings among the parties related to the Project, provided such meetings could impact the contractual relations between the Principal and the Bidder. The parties offer the Monitor the option to participate in such meetings.

6)As soon as the Monitor notices, or believes to notice, a violation of this agreement, they shall inform the Management of the Principal and request the Management to discontinue or take corrective action or other relevant action. The Monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.

7)The Monitor shall submit a written report to the Management of the Principal, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

8)If the Monitor has reported to the Management of the Principal a substantiated suspicion of an offence under the relevant IPC/ PC Act, and the Management of the Principal has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

9)The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the bidder 12 months after the last payment under the contract, and for all other Bidders, 6 months after the contract has been awarded. Any violation of the same would entail disqualifying the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged / determined by the Management of the Principal.

Section 10 - Other provisions

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- 1) This agreement is subject to Indian Law. The place of performance and jurisdiction is the place from where the Tender/ Contract is issued.
- 2) Changes, supplements, and termination notices must be submitted in writing. Side agreements have not been made.
- 3) If the bidder is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- 4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement according to their original intentions.
- 5) Issues like Warranty / Guarantee, etc., shall be outside the purview of IEMs.
- 6) In the event of any contradiction between the Integrity Pact and its Annex, the Clause in the Integrity Pact shall prevail.

— —
(For & On behalf of the Principal)

(For and on behalf of Bidder)

(Office Seal) (Office Seal)
Place _____ Date _____

Witness 1: _ Witness 1: _

(Name & Address) _____

(Name & Address) _____

Annexure-T

DRAFT INDEMNITY BOND FORMAT

RFP for Appointment of vendor for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners Installed at Central Office, Its Associated Offices, and Bank's Residential Quarters in Mumbai / Thane - Union Bank of India

(Format shall be approved by the Bank prior to its execution and to be executed on non-judicial stamp paper of ₹500/-)

THIS DEED OF INDEMNITY BOND executed at Mumbai on this _____ day of _____ month of year Two Thousand and Twenty Six (2026) by M/s _____ duly represented by proprietor/one of its partners/Director/Authorized Signatory Shri _____, aged _____ years, son of Shri _____ residing _____ at _____ hereinafter referred to as "the Contractor" (which expression shall mean and include its successor and assigns)

In favour of

Union Bank of India, a body corporate constituted under the provisions of Banking Companies Acquisition and transfer of Undertaking Act of 1970 having its Central Office at 239, Vidhan Bhavan Marg, Nariman Point, and its associated offices in Mumbai and its associated - 400 021, hereinafter referred to as the Bank (which expression shall mean and include its successor and assigns).

WHEREAS Union Bank of India has invited open bids / tenders from the AC vendors for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners Installed at Central Office, Its Associated Offices, and Bank's Residential Quarters in Mumbai / Thane.

The Contractor has become successful in securing the subject work through competitive tendering and the work specified in the RFP document has been awarded in favour of Contractor by Union Bank of India vide their letter.....

AND WHEREAS as per RFP document, the Contractor has to enter into a Contract Agreement with Union Bank of India and execute an Indemnity Bond before starting the work. The Contractor has entered into Contract Agreement with Union Bank of India on _____ (hereinafter referred to as "the Contract").

In consideration of Union Bank of India having awarded the above said Contract, the Contractor hereby undertake to indemnify and keep harmless the Union Bank of India from any damages, persecution, other legal suits and claims arising out of any mishaps occurring at the site due to faulty work, faulty construction and for violating rules and regulations, any possible damage to the building and members of public in course of execution of the work for which Contractor shall be solely responsible.

Further, Contractor hereby indemnifies and keep Union Bank of India indemnified for any loss or damages incurred or suffered or to be incurred or to be suffered by Union Bank of India on account of breach of the terms and conditions of the Contract by the Contractor.

Signature of Contractor with seal



PROCUREMENT VERTICAL, CENTRAL OFFICE, NARIMAN POINT, MUMBAI

**PRICE BID FORMAT WITH DETAILS OF MANPOWER AND CAMC OF
AIRCONDITIONERS**

(Price break-up shall be submitted by the L-1 bidder, in the prescribed format within 5-days of opening of Price Bid.)

REQUEST FOR PROPOSAL (RFP) - PRICE BID - FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) TOWARDS OPERATION, MAINTENANCE AND SERVICING OF AIR CONDITIONERS INSTALLED AT CENTRAL OFFICE, ITS ASSOCIATED OFFICES AND RESIDENTIAL QUARTES IN MUMBAI / THANE - UNION BANK OF INDIA.

The air-conditioning machines proposed to be covered under the contract comprise different makes and varying model years, and the bidder shall be responsible for servicing and maintenance of all such units. No additional claim shall be entertained on this account. The bidder shall verify all details, specifications, quantity and site conditions at their own end before submitting the bid. No claim shall be entertained on this account at a later stage.

(Rejection of Bid: Price information shall not be submitted along with the Technical Bid. If price details are included in the Technical Bid, the offer shall be rejected as non-responsive)

Owner:

UNION BANK OF INDIA,

UNION BANK BHAVAN,

239, VIDHAN BHAVAN MARG,

NARIMAN POINT,

MUMBAI - 400021

Tel. No. : 022 - 45653726

E-mail ID : procurement@unionbankofindia.bank.in

Comprehensive Annual Maintenance Contract for Three Years towards Operation, Maintenance and Servicing of Air Conditioners Installed at Central Office, its associated offices & Residential Buildings in Mumbai/Thane - Union Bank of India.

To,

**Asst. General Manager,
Procurement Department,
1st floor, Central Office,
Union Bank Bhavan, Vidhan Bhavan Marg,
Nariman Point, Mumbai-400021**

Dear Sir,

We have gone through the details of terms / conditions and nature of services to be provided. We have visited the site and got all necessary details. Accordingly, our charges for Operation, Maintenance and Servicing of Air Conditioners would be as per the following tables:

Aggregate cost for Three years:

Sl. No	Category	Total Man-power	Amount quoted per manpower per month (`)*	Amount quoted for manpower per annum	Total charges per Year/ per annum	Total charges for three (03) years 3xF
A	B	C	D	E= 12XD	F	
1.	Skilled (for Air conditioning services) Minimum Wage (Skilled): Rs. 1008/Day (Basic+VDA)	03 Full time workers	3 X Rs _____ =Rs			
2.	Semi-Skilled (for Air conditioning services) Minimum Wage (Semi Skilled): Rs. 918/Day (Basic+VDA)	04 Full time workers	4 X Rs _____ =Rs			
3.	CAMC Charges for three years excluding cost of manpower as shown in Sl. No. 1&2 and GST Note: Breakup details as worked out in Annexure -1	----	-----	-----		
4.	Grand Total charges of Sl. No. 1 to 3 for three year excluding GST (₹):					
5.	Add: GST (@_____) on Sl. No. 4:					
6.	Grand Total for three years including GST (Sr. No. 4 + Sr. No. 5) (₹):					

Amount in words:

* Amount quoted per manpower per month should comply the current minimum wages (Basic + VDA) as applicable for the different category of workers as per Minimum Wages Act issued time to time by Chief Labour Commissioner (Central)/ Dy. Labour Commissioner (Central). i.e., presently as on 01.04.2026.

** Any relievers and leave reserve for deploying the personnel should be included in the rate for such personnel and would not be separately payable.

*** If there is increase in minimum wages during contract period, difference amount will be paid separately as per the revised rates as applicable.

ANNEXURE - 1

CAMC CHARGES FOR THREE YEARS (Excluding GST and cost of full-time technicians)

Sr. No.	TYPE OF AIRCONDITIONER	RATING	Qty. /No. of Units	RATE PER UNIT PER ANNUM	Total charges per Year/ per annum	Total charges for three years
			(a)	(b) (*)	c=axb	D= 3xC
01	Window Units	2.00tr	32			
		1.5tr	174			
		1.00tr	23			
				Sub Total A=		
02	Split Units	2.00 tr	106			
		1.5 tr	78			
		1.00 tr	39			
				Sub Total B=		
03	Cassette Units	3.50 tr	11			
		2.0 tr	38			
				Sub Total C=		
04	Tower AC	4 tr	3			
				Sub Total D=		
05	Ductable AC	11 tr	20			
		8.5 tr	05			
		5.5 tr	06			
		3.0 tr	01			
				Sub Total E=		
06	Packaged AC	8.5 tr	4			
		11 tr	1			
		17 tr	4			
		22 tr	1			
		24-tr	2			
				Sub Total F=		
07	VRV/VRF AC system	24-HP	1			

This email has been classified as Public by Sender.

		22-HP	1			
		20-HP	10			
		18-HP	3			
		16-HP	18			
		12-HP	8			
		10-HP	4			
		8-HP	2			
		5-HP	1			
				Sub Total G=		
08	Water Cooler AMC	As per site	20			
				Sub Total H=		
	TOTAL MACHINES		596 + 20	Total Amount for three years (A+B+C+D+E+F+G+H)=		

Amount in words: _____

(*) This shall be excluding GST and cost of full-time man power

(**) The air-conditioning machines proposed to be covered under the contract comprise different makes and varying model years, and the bidder shall be responsible for servicing and maintenance of all such units. No additional claim shall be entertained on this account. The bidder shall verify all details, specifications, quantity and site conditions at their own end before submitting the bid. No claim shall be entertained on this account at a later stage.

Signature & seal of the bidder

The amount is inclusive of labour charges as per min wages of act of Central Government, cost of spare parts, servicing, repairs, all kind of tools & tackles, transportation, labour charges towards maintenance & servicing charges for complete scope of work as defined in RFP. No additional payment will be considered under any circumstances.

DECLARATION REGARDING MINIMUM WAGES TO BE PAID BY THE CONTRACTOR TO CONTRACT LABOUR -

Note: Quotes where rates are less than minimum wages act will be rejected

(This declaration is to enable Union Bank of India to satisfy themselves of the intention of the Contractor to adhere to Minimum wages Act as on 01.04.2026).

Sr. No.	Description of manpower	Monthly Wages of one worker with detail Break up (Not Less than current minimum wages of Central Government applicable in Mumbai) as on 01.04.2026.
1.	Skilled (for Air Conditioning services) Minimum Wage (Skilled): Rs. 1008/Day (Basic+VDA)	Basic : DA : EPF @13% : ESIC @3.75 % : Total :
2.	Semi-Skilled (for Air Conditioning services) Minimum Wage (Semi-Skilled): Rs. 918/Day (Basic+VDA)	Basic : DA : EPF @13% : ESIC @3.75 % : Total :

Note: PF, ESIC, Leave Salary shall be worked out as per statutory rates. Supporting documents for above break up and calculation need to be submitted along with price bid. Applications of those bidders who have shown rates less than minimum wages of Central Government applicable as on 01.04.2026 will be rejected.

Base Price should include Central Govt. minimum wages, EPF, ESIC, Leave Salary, profit, Cost of manpower & Machinery, maintenance & servicing charges, Contractor's profit etc. Minimum wages shall be arrived for 26 days only.

If there is any increase in minimum wages during contract period, difference amount will be paid separately as per the revised rates as applicable. In case of reduction, the same will be recovered by Bank.

Note: - BOQ in any other format will not be accepted and their bids will be summarily rejected. Quotes submitted with rates less than minimum labour charges will be rejected. We undertake that the minimum wages as may be prescribed by the Government of India, from Time to Time as applicable in Hyderabad will be paid to Manpower deployed. We also undertake that all statutory requirements e.g. EPF, ESI, Bonus, Reliever salary, Leave Salary, and other applicable benefits as per law will be paid by us.