

Prime/HO (FMD/RFQ/2023/194)

March 07, 2023

Subject: Request for Quotation (RFQ) for AC Repair and Maintenance.

Dear all,

Please be informed that Prime Bank Limited intends to fix price for AC Spare Parts, Servicing and Maintenance related tasks for all Branch & offices. Unit rate of the parts and maintenance service may be fixed for next 06 months from the date of issuing notification of award/contract. The selected vendor has to deliver the products/Service to the Bank's selected location (inside/ Outside Dhaka) as and when required. For this purpose, you are requested to submit financial offer along with technical specifications/origins in your letterhead pad complying the following Terms & Conditions:

AC spare parts items list (BOQ):

Please go through the attached Annexure - 1 file

Terms & Conditions:

1. The Vendor shall deliver the spare parts of AC and provide maintenance service for different Prime Bank premise.
2. Separate field for Service Charge for Inside and Outside Dhaka Metro, Other Districts is given so the price of parts should be justified according to market rate and should include 7.5% VAT on spare items 10% VAT on servicing items.
3. In case of supply of inferior quality/defective goods; any change required by Prime Bank must be entertained.
4. Replacement of faulty parts should be ensured as per mentioned parts warranty period as per price offer if any AC have any technical problem or not usable after certain period of servicing.
5. Payment will be made within 30 (thirty) days only after successful completion of works based on Challan, Work Completion Certificate by the respective vendor. Bank will deduct VAT & AIT as per Govt. rules.
6. Warranty: Standard Warranty will be applicable. During this period, the vendor shall repair any kind of defects including replacement of any parts at their own cost.
7. Service Level: Details in Annexure A
8. After going through the terms & conditions, if you are interested to participate in the bidding process. Please submit your proposal in your company's letterhead pad as per above mentioned format duly signed by your company's authorized representative. The tender box kept at **Facilities Tower (6th Floor), Kha-199/2, Maddhya Badda, Pragati Sarani, Dhaka-1212 on or before 19.03.2023, by 3:30 p.m. and clearly marked "RFQ for AC Servicing & Maintenance"** on the top of the envelope. No quotations shall be dropped before or after this time period.
9. **Response and Recovery Timeline:** Vendor must strictly maintain the onsite response time and recovery time as per below:

| Plant & Equipment | Support Area | Response Time | Recovery Time |
|-------------------|--|---------------|---------------|
| Air Conditioner | Branch Server Room (Inside Dhaka) | 12 hrs | 24 hrs |
| Air Conditioner | Branch Server Room (Outside Dhaka) | 24 hrs | 48 hrs |
| Air Conditioner | Head Office Server Room (Inside Dhaka) | 12 hrs | 24 hrs |
| Air Conditioner | Head Office, PBL Branch premises (Inside Dhaka City) | 12 hrs | 30 hrs |
| Air Conditioner | PBL Branch premises (Outside Dhaka City) | 24 hrs | 72 hrs |





Prime Bank

Supplier shall maintain ready stock of required spares in their offices for smooth support at all times.

- Supplier's engineers shall follow the standard security and safety protocol.
- Supplier's maintenance staffs shall wear/carry company ID or Authorisation during the work and shall follow the onsite security rules mandated by the onsite security personnel.

10. Evaluation Criteria:

- Vendor must have experience of minimum 3 years in related field for AC (provide documents).
- Must be experienced providing service to Banks or Financial Institution or Multinational Companies continuous at least one year (provide documents).
- The vendor should be able to provide comprehensive AC servicing coverage to all the Bank's branches across the country through regional office (if any) (submit documents of regional office/support if any)
- Must have skilled team and technical staffs to provide timely and effective services to the Bank (submit profile).
- If have necessary certifications and licenses to carry out the servicing work then provide documents.
- Vendor should have reputation for providing quality services to its clients. The vendor should have a well-established system of checks and balances to ensure that their services meet the required standards.
- The vendor should be able to provide a quick response time to any AC related emergency callouts from the bank or its branches (Provide proof of strengths/capacity).
- The vendor should offer appropriate warranties and guarantees on their work to ensure that the bank receives value for money.
- The vendor should be compliant with all relevant health and safety regulations.

11. Penalty

If supplier fails to respond and recover any problem as per timeline mentioned in "Response and Recovery Timeline", will be charged at Tk. 500 for delay in 5% cases of the total problem, Tk. 1,000/- for delay in 10% cases of the total problem.

12. Bidder must submit photocopy of following documents along with the RFQ:

- a) Up-to-date Valid Trade License.
- b) Certificate of Incorporation in case of Limited Company.
- c) Valid TIN & BIN Certificate.
- d) Bank Solvency Certificate.
- e) Experience Certificate/Work Order.
- f) Client list.
- g) Technical Team profile

13. PBL reserves the right to accept or reject any quotation without any explanation.

Kazi Sohel Masud
AVP & Unit Head - FMD Procurement

| SL | Description of item | Capacity | Unit | Rate in BDT |
|---|---------------------------------|----------|------|-------------|
| Compressor: Reciprocating Type (Wall & Ceiling type) | | | | |
| 1 | 1.0 Ton AC 1 Phase. | | | |
| 1.1 | Brand : Bristol | 1.0 Ton | No's | |
| 1.2 | Brand : LG or Hitachi-China | 1.0 Ton | No's | |
| 1.3 | Brand : Copeland | 1.0 Ton | No's | |
| 2 | 1.5 Ton AC 1 Phase. | | | |
| 2.1 | Brand : Bristol | 1.5 ton | No's | |
| 2.2 | Brand : LG or Hitachi-China | 1.5 ton | No's | |
| 2.3 | Brand : Copeland | 1.5 ton | No's | |
| 3 | 2.0 Ton AC 1 Phase. | | | |
| 3.1 | Brand : Bristol | 2.0 ton | No's | |
| 3.2 | Brand : LG or Hitachi-China | 2.0 ton | No's | |
| 3.3 | Brand : Copeland | 2.0 ton | No's | |
| 4 | 2.5 Ton AC 1 Phase. | | | |
| 4.1 | Brand : Bristol | 2.5 ton | No's | |
| 4.2 | Brand : LG or Hitachi-China | 2.5 ton | No's | |
| 4.3 | Brand : Copeland | 2.5 ton | No's | |
| 5 | 3.0 Ton AC 3 Phase. | | | |
| 5.1 | Brand : Bristol | 3.0 ton | No's | |
| 5.2 | Brand : LG or Hitachi-China | 3.0 ton | No's | |
| 5.3 | Brand : Copeland | 3.0 ton | No's | |
| 6 | 4.0 Ton AC 3 Phase. | | | |
| 6.1 | Brand : Bristol | 4.0 Ton | No's | |
| 6.2 | Brand : LG or Hitachi-China | 4.0 Ton | No's | |
| 6.3 | Brand : Copeland | 4.0 Ton | No's | |
| 7 | 5.0 Ton AC 3 Phase. | | | |
| 7.1 | Brand : Bristol | 5.0 Ton | No's | |
| 7.2 | Brand : LG or Hitachi-China | 5.0 Ton | No's | |
| 7.3 | Brand : Copeland | 5.0 Ton | No's | |
| Compressor: Reciprocating (Casset Type) | | | | |
| 8 | Brand : Bristol | 2.5 ton | No's | |
| 8.1 | Brand : LG or Hitachi-China | 2.5 ton | No's | |
| 8.2 | Brand : Copeland | 2.5 ton | No's | |
| 8.3 | Brand: Tecumseh-Thailand/India | 2.5 ton | No's | |
| 9 | Brand : Bristol | 3.0 ton | No's | |
| 9.1 | Brand : LG or Hitachi-China | 3.0 ton | No's | |
| 9.2 | Brand : Copeland | 3.0 ton | No's | |
| 9.3 | Brand: Tecumseh-Thailand/India | 3.0 ton | No's | |
| 10 | Brand : Bristol | 4.0 ton | No's | |
| 10.1 | Brand : LG or Hitachi-China | 4.0 ton | No's | |
| 10.2 | Brand : Copeland | 4.0 ton | No's | |
| 10.3 | Brand: Tecumseh-Thailand/India | 4.0 ton | No's | |
| Compressor: Rotary Type (Wall & Ceiling type) | | | | |
| 11 | 1.0 Ton AC 1 Phase. | | | |
| 11.1 | Brand : LG | 1.0 Ton | No's | |
| 11.2 | Brand : Thacom/LG/Hitachi-China | 1.0 Ton | No's | |
| 11.3 | Brand : Hitachi | 1.0 Ton | No's | |



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|------------------------------|--|---------|------|--|
| 12 | 1.5 Ton AC 1 Phase. | | | |
| 12.1 | Brand : LG | 1.5 Ton | No's | |
| 12.2 | Brand : Thacom/LG/Hitachi-China | 1.5 Ton | No's | |
| 12.3 | Brand : Hitachi | 1.5 Ton | No's | |
| 13 | 2.0 Ton AC 1 Phase. | | | |
| 13.1 | Brand : LG | 2.0 Ton | No's | |
| 13.2 | Brand : Thacom/LG/Hitachi-China | 2.0 Ton | No's | |
| 13.3 | Brand : Hitachi | 2.0 Ton | No's | |
| 14 | 2.5 Ton AC 1 Phase. | | | |
| 14.1 | Brand : LG | 2.5 ton | No's | |
| 14.2 | Brand : Thacom/LG/Hitachi-China | 2.5 ton | No's | |
| 14.3 | Brand : Hitachi | 2.5 ton | No's | |
| 15 | 3.0 Ton AC 3 Phase. | | | |
| 15.1 | Brand : LG | 3.0 ton | No's | |
| 15.2 | Brand : Thacom/LG/Hitachi-China | 3.0 ton | No's | |
| 15.3 | Brand : Hitachi | 3.0 ton | No's | |
| 16 | 4.0 Ton AC 3 Phase. | | | |
| 16.1 | Brand : LG | 4.0 ton | No's | |
| 16.2 | Brand : Thacom/LG/Hitachi-China | 4.0 ton | No's | |
| 16.3 | Brand : Hitachi | 4.0 ton | No's | |
| 17 | 5.0 Ton AC 3 Phase. | | | |
| 17.1 | Brand : LG | 5.0 Ton | No's | |
| 17.2 | Brand : Thacom/LG/Hitachi-China | 5.0 Ton | No's | |
| 17.3 | Brand : Hitachi | 5.0 Ton | No's | |
| Compressor Maitenance | | | | |
| 18 | Compressor clip with cable | | No's | |
| 19 | Compressor oil supply | All | Kg | |
| 20 | Compressor opening & fitting | All | No | |
| 21 | Compressor terminal cutting and repairing | All | Job | |
| 22 | Gas Charge- R410A | All | kg | |
| 23 | Gas Charge- R412 | All | kg | |
| 24 | Gas Charge-R22 | All | kg | |
| 25 | Gas Charge-R32 | All | kg | |
| Related Spare | | | | |
| 26 | AC Universal Remote supply with battery | All | No's | |
| 27 | AC Remote control repairing(1 to 5 Ton) | All | No's | |
| 28 | AC Thermostat | All | No's | |
| 29 | Running capacitor | All | No's | |
| 30 | Starting capacitor | All | No's | |
| 31 | Supply & laying cables 1x2.5 re | All | mtr | |
| 32 | Supply & laying cables 1x4 rm | All | mtr | |
| 33 | Supply & laying flexible electrical wire (70/76) | All | rft. | |
| 34 | Control Circuit repairing | All | No. | |
| 35 | Strainer capillary tube | All | No. | |
| 36 | Circuit Breaker Supply | All | No. | |
| 37 | Strainer | 1.5 ton | pc | |
| 38 | Strainer | 2 ton | pc | |
| 39 | Strainer | 2.5 Lon | pc | |
| 40 | Strainer | 3 ton | pc | |
| 41 | Strainer | 4 ton | pc | |



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|----|--|---------|------|--|
| 42 | Strainer | 5 ton | pc | |
| 43 | Supply, installation of Drain UPVC pipe | All | rft. | |
| 44 | Suction-Discharge copper pipe (3/4") | All | rft. | |
| 45 | Suction-Discharge copper pipe (5/8") | All | rft. | |
| 46 | Suction-Discharge copper pipe (1/2") | All | rft. | |
| 47 | Suction-Discharge copper pipe (3/8") | All | rft. | |
| 48 | Suction-Discharge copper pipe (1/4") | All | rft. | |
| 49 | Insulation copper pipe (3/4") | All | rft. | |
| 50 | Insulation copper pipe (5/8") | All | rft. | |
| 51 | Insulation copper pipe (1/2") | All | rft. | |
| 52 | Insulation copper pipe (3/8") | All | rft. | |
| 53 | Insulation copper pipe (1/4") | All | rft. | |
| 54 | PVC Pipe (3/4") (RFL/Best quality) | All | rft. | |
| 55 | PVC Pipe (5/8") (RFL/Best quality) | All | rft. | |
| 56 | PVC Pipe (1") (RFL/Best quality) | All | rft. | |
| 57 | PVC Pipe (1.5") (RFL/Best quality) | All | rft. | |
| 58 | PVC Pipe (1 1/4") (RFL/Best quality) | All | rft. | |
| 59 | PVC Elbow (3/4") (RFL/Best quality) | All | No's | |
| 60 | PVC Elbow (5/8") (RFL/Best quality) | All | No's | |
| 61 | PVC Elbow (1/2") (RFL/Best quality) | All | No's | |
| 62 | PVC Elbow (3/8") (RFL/Best quality) | All | No's | |
| 63 | PVC Elbow (1/4") (RFL/Best quality) | All | No's | |
| 64 | PVC Tee (3/4") (RFL/Best quality) | All | No's | |
| 65 | PVC Tee (5/8") (RFL/Best quality) | All | No's | |
| 66 | PVC Tee (1/2") (RFL/Best quality) | All | No's | |
| 67 | PVC Tee (3/8") (RFL/Best quality) | All | No's | |
| 68 | PVC Tee (1/4") (RFL/Best quality) | All | No's | |
| 69 | PVC Socket (3/4") (RFL/Best quality) | All | No's | |
| 70 | PVC Socket (5/8") (RFL/Best quality) | All | No's | |
| 71 | PVC Socket (1/2") (RFL/Best quality) | All | No's | |
| 72 | PVC Socket (3/8") (RFL/Best quality) | All | No's | |
| 73 | PVC Socket (1/4") (RFL/Best quality) | All | No's | |
| 74 | Corrugated/Flexible pipe (3/4") (RFL/Best quality) | All | rft. | |
| 75 | Corrugated/Flexible pipe (1") (RFL/Best quality) | All | rft. | |
| 76 | Double Insulation pipe | All | rft. | |
| 77 | Glass wool | All | sft. | |
| 78 | Magnetic contactor | 1.5 ton | No's | |
| 79 | Magnetic contactor | 2 ton | No's | |
| 80 | Magnetic contactor | 2.5 ton | No's | |
| 81 | Magnetic contactor | 3 ton | No's | |
| 82 | Magnetic contactor | 4 ton | No's | |
| 83 | Magnetic contactor | 5 ton | No's | |
| 84 | Relay | All | No's | |
| 85 | Base Angle | All | No's | |
| 86 | Thermostat honyewell | All | No's | |
| 87 | Runner Blade | All | No's | |
| 88 | AC water sweating | All | No's | |
| 89 | Blower fan motor new housing | All | No's | |
| 90 | Filter indoor | All | No's | |



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|-----|--|---------|------|--|
| 91 | Auto timer supply | All | No's | |
| 92 | AC Timer repairing | All | No's | |
| 93 | Dyer/Gas receiver | All | No's | |
| 94 | PVC box (For Auto control) | All | No's | |
| 95 | Auto control repairing / fitting fixing | All | Job | |
| 96 | AC (Indoor) Fan motor supply (1.0 to 1.5) Ton | All | No's | |
| 97 | AC (Indoor) Fan motor supply (2.0 ton-2.5 Ton) | All | No's | |
| 98 | AC (Indoor)Fan motor supply (3.0 to 5.0) Ton | All | No's | |
| 99 | AC (Indoor) Fan motor supply (Above 5.0 Ton) | All | No's | |
| 100 | AC Fan (Outdoor) motor supply (1.0 to 1.5) Ton | All | No's | |
| 101 | AC fan (Outdoor) motor supply (2.0 to 2.5) Ton | All | No's | |
| 102 | AC fan (Outdoor) motor supply (3.0 to 5.0) ton | All | No's | |
| 103 | AC fan (Outdoor) motor supply (Above 5.0) ton | All | No's | |
| 104 | AC Outdoor base Supply (MS Angle) | All | No's | |
| 105 | AC Outdoor base Making (Bricks) | All | No's | |
| 106 | Indoor New fan motor supply & fitting | All | No's | |
| 107 | Indoor fan blade supply & fitting | All | No's | |
| 108 | Outdoor fan blade supply & fitting | All | No's | |
| 109 | Indoor Water Pump Motor Supply | All | No's | |
| 110 | Dead Cap nut | All | No's | |
| 111 | Swing motor | All | No's | |
| 112 | Non Return Valve | All | No's | |
| 113 | Tray for AC | All | No's | |
| 114 | Wrapping tape supply | All | No's | |
| 115 | Security Grill for AC outdoor unit | All | No's | |
| 116 | Rexene tape | All | No's | |
| 117 | Phase Protector/Power Pac | All | No's | |
| 118 | Security Lock | All | No's | |
| 119 | Angle Modification | All | No's | |
| 120 | 20A SP MCB/32 SP MCB | All | No's | |
| 121 | 20A TP MCB/32 TP MCB | All | No's | |
| 122 | Saddle/gross (144 PCs) | All | No's | |
| 123 | Royal plug/gross (144 PCs) | All | No's | |
| 124 | Condenser and Epevaporator | 1.5 ton | No's | |
| 125 | Condenser and Epevaporator | 2 ton | No's | |
| 126 | Condenser and Epevaporator | 2.5 ton | No's | |
| 127 | Condenser and Epevaporator | 3 ton | No's | |
| 128 | Condenser and Epevaporator | 4 ton | No's | |
| 129 | Condenser and Epevaporator | 5 ton | No's | |
| 130 | Flatting Nut | All | No's | |
| 131 | Water protection tray for the indoor unit (By sheet metea 10 gage) | All | sft. | |
| 132 | Royal bolt medium/pc | All | No's | |
| 133 | Raping tape | All | No's | |
| 134 | Neto tape/Paper tape | All | No's | |
| 135 | Cable tie 6 inch to 12 inch (100 Pcs) | All | Pkt | |
| 136 | MS rod for indoor installation(per rod cost) | All | No's | |
| 137 | Joint Nut with double washer | All | No's | |
| 138 | Cable Connector | All | No's | |
| 139 | Housing making with supply of Bearing | 1.5 ton | pc | |



| | | | | |
|---------------------|--|---------|-----|--|
| 140 | Housing making with supply of Bearing | 2 ton | pc | |
| 141 | Housing making with supply of Bearing | 2.5 ton | pc | |
| 142 | Housing making with supply of Bearing | 3 ton | pc | |
| 143 | Housing making with supply of Bearing | 4 ton | pc | |
| 144 | Housing making with supply of Bearing | 5 ton | pc | |
| Service Item | | | | |
| 145 | Nitrogen Pressure with filling charge | All | Job | |
| 146 | Overhauling | All | Job | |
| 147 | AC troubleshooting/ Servicing | All | Job | |
| 148 | Installation charge of split & Ceiling type | All | Job | |
| 149 | Installation charge of Cassete type | All | Job | |
| 150 | Carrying cost of AC from site to vendor workshop and vendor workshop to site | All | Job | |
| 151 | AC dismantle works | All | Job | |
| 152 | AC Carrying inside Dhaka (maximum) for Relocation | All | Job | |
| 153 | AC Carrying outside Dhaka (maximum) for Relocation | All | Job | |
| 154 | Repair and reinstall of Fan motor of 1.0 to 2.5 ton Split AC | All | Job | |
| 155 | Repair and reinstall of Fan motor of 2.5 to 5.0 ton Split AC | All | Job | |
| 156 | AC Pump motor servicing | All | Job | |
| 157 | Leak repairing including leak test with vacuum charge | All | Job | |
| 158 | Fan Motor repairing/ Rewinding- (indoor/Outdoor) | All | Job | |
| 159 | Air cutter runner bush repair | All | Job | |
| 160 | Air cutter Servicing and repairing | All | Job | |
| 161 | Capillary tube supply | All | Job | |
| 162 | Drain line repairing | All | Job | |
| 163 | Gas Welding | All | Job | |
| 164 | Gas lock | All | Job | |
| 165 | Repairing of control circuit | All | Job | |
| 166 | New control circuit supply | All | Job | |
| 167 | Small hole making on the wall for cabling or pipe entering/nos | All | Job | |
| 168 | Civil work for refill the hole for cabling or pipe entering/nos | All | Job | |
| 169 | AC related civil work(drain line making) All Rft | All | Job | |
| 170 | Service Charge- Inside Dhaka Metro | All | Job | |
| 171 | Service Charge-Outside Dhaka Metro | All | Job | |
| 172 | Service Charge-Other Districts | All | Job | |

