

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

Dear all,

Please be informed that Prime Bank Limited intends to fix price for Generator 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:

**Generator spare parts items list (BOQ):**

Please go through the attached Annexure - 1 file

Terms &amp; Conditions:

1.	The Vendor shall deliver the spare parts of Generator 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 generator 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 Generator
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 <b>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 Generator Servicing &amp; Maintenance"</b> 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
Generator	Branch Server Room (Inside Dhaka)	12 hrs	24 hrs
Generator	Branch Server Room (Outside Dhaka)	24 hrs	48 hrs
Generator	Head Office Server Room (Inside Dhaka)	12 hrs	24 hrs
Generator	Head Office, PBL Branch premises (Inside Dhaka City)	12 hrs	30 hrs
Generator	PBL Branch premises (Outside Dhaka City)	24 hrs	72 hrs





# Prime Bank

a bank with a difference

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 5 years in related field for Generator (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 Generator 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 Generator 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

Price Includes VAT

Sl	Item Name	Origin	Warranty	Perkins		Deutz		Yanmar			Perkins		Volvo
				20 KVA	30 KVA	20 KVA	30 KVA	65 KVA	20 KVA	30 KVA	65 KVA	150 KVA	
1	Servicing Charge (Inside Dhaka Metro)												
2	Servicing Charge (Outside Dhaka Metro)												
3	Servicing Charge (Other Districts)												
4	Fuel Filter												
5	AC Pump Fuel Filter												
6	Lube Oil Filter												
7	Air Filter												
8	Water Filter												
9	Lube Oil Bypass Filter												
10	Water Separator Filter												
11	Lube Oil, ltr												
12	Coolant, can												
13	Distilled Water, ltr												
14	Fan Belt												
15	Magnetic Contactor (ABB)												
16	Relay												
17	Timer												
18	AVR, Origin China												
19	Start contactor relay												
20	Auto Battery Charger, Locally made												
21	AVS												
22	Fuel tank cleaning												
23	Locally made ATS												
24	Dynamo repairing minor												
25	Self motor repairing minor												
26	Fuel pump servicing without spare												
27	Injector servicing without spare												
28	Magnetic Pick-up												
29	FR relay												
30	SR relay												
31	Radiator servicing major												
32	Radiator servicing minor												
33	Radiator hose												
34	Oil Pressure sensor												



