

Prime/HO/FMD/2016/GEN/AMC/ 7305

March 30, 2016

Sub: Request for Quotation (RFQ) for Annual Maintenance Contract (AMC) of Diesel Generators of different branches and Head Office Premises.

Dear Sir,

Prime Bank Limited is inviting proposals from experienced and reputed vendors for the captioned subject. For this purpose, we are inviting you to submit financial offer along with technical specification in your letterhead pad using formats attached in Annex-A and Annex-B. Details terms & conditions are appended below:

**A. Scope of Work**

1<sup>st</sup> party (Vendor) shall perform the job of service and maintenance of Diesel Generators. 1<sup>st</sup> party shall furnish superintendent, tools, equipments, temporary works, transportation to accomplish the service and maintenance work of diesel generators set in proper, safe and skillful way to satisfy requirement of the 2<sup>nd</sup> party (Prime Bank Ltd). 1<sup>st</sup> party shall perform the job of Preventive Maintenance Check up (PMS) once every 60 (Sixty) days as well as the Emergency Maintenance Services (EMS) as and when required basis and also shall provide all possible assistance to resolve the problems of the generators according to the terms and conditions contained in this Agreement.

**A.1. System Support**
**A.1.1. Technical Helpdesk**

Key Performance Indicators	Performance Level
Availability of Emergency	24X7
Acknowledgement Time	
• Critical /Emergency	30 Min
• Non-critical /Routine Check up	01 Hour
System down time in Generator installed site	1:00 hr outage due to Generator related problem

**A.1.2. Technical Support**

Service Level	Performance Level	
	Problem Classes	
	Critical/ Emergency	Non-critical / Routine Check up
Availability	24x7	As per agreed time
Resolve time (Complete solution)	4.0 Hour	8 hours

**B. Material / Spare Parts Support:**
**B.1. Spare Delivery & Management:**

Service Level	Performance Level	
	Problem Classes	
	Critical/Emergency	Non-critical / Routine Check up
Availability	24x7	WD
Spare delivery on site	4.0 hrs (Except workshop repairing item)	12.0 hrs



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**C. Severity Classification**

**C.1. Generator Operation and Maintenance**

Generator Operation and Maintenance	
Critical/Emergency	Non-Critical/ Routine Check up
1. Any type of problem of generator for which generator output is not available.	1. Preventive service & Renovation work.
2. Any type of problem which may lead to emergency demand at any time.	2. Others

**D. Joint covenants**

1. Routine Check-up shall be carried out by the 1<sup>st</sup> party in every after 60 (Sixty) days.
2. Emergency service and maintenance of the generators at just in time required basis and restoring the generators in 100% running condition within the time stated at Para B.1.
3. If any part is required to repair, 1<sup>st</sup> party shall supply the part, rectify the fault and reinstall the generator (at site). After repairing work the part will hold 01 (One) year warranty. If further repair is required within the warranty period 1<sup>st</sup> party shall repair it at free of cost. This warranty will become void if the repaired part becomes faulty due to 2<sup>nd</sup> party mishandling. During the repairing process 1<sup>st</sup> party shall provide backup support to the 2<sup>nd</sup> party, if required, which will be additional and to be borne by the 2<sup>nd</sup> party. If any spare parts are required excluding the list hereinafter in the list the price of the stated parts will be fixed by mutual understanding of both parties.
4. Both Preventive and Emergency services and maintenance shall be done at 1<sup>st</sup> party's premises. If the generator or part of it is required to be taken at the work shop, 1<sup>st</sup> party shall carry and send back at the 2<sup>nd</sup> party premises by their own transport. The transportation cost would be paid by the 2<sup>nd</sup> party along with the total service & spares parts bill. After the successful completion of the said repair work (if any), 1<sup>st</sup> party will return back the said generators in good condition to the 2<sup>nd</sup> party. During the repairing work, 1<sup>st</sup> party will arrange a back-up generator as rent upon mutual understanding of the both parties
5. The 2<sup>nd</sup> party will not allow any unauthorized person for preventive servicing or trouble shooting of the equipment. Any such act would void the warranty of the repaired spares.
6. A full report of the system check-up will be prepared by 1<sup>st</sup> party at the end of the visit and copy will provide to the 2<sup>nd</sup> party. A detail schedule for routine maintenance support will have to provide to the 2<sup>nd</sup> party before execution of this contract by the 1<sup>st</sup> party along with service check list.

**E. Payment Mode:**

1. **Service:** Payment for completed service will be made every after 06 (six) months through A/C payee cheque within 15 (Fifteen) working days from date of submission of bill.
2. **Spare/Consumable:** In case of requirement of any spare parts for repair/maintenance of the Genset, 1<sup>st</sup> party will supply the parts and payment will be made after completion of the work subject to submission of the bill. Price of spare parts is stated hereinafter. Price escalation of the spare parts will not be entitled within the contract period.
3. **VAT & AIT:** All Government Taxes e.g. Income Tax, VAT etc. would be deducted from your bill as per Government Circular.

**F. Other terms and Conditions:**

- 2<sup>nd</sup> party will arrange entry permission, security and ensure the availability of required utility services.
- In case of any changes of mutually agreed date by any party prior written notice of 30 days should be given.
- The servicing job will be performed in presence of 2<sup>nd</sup> party.
- 1<sup>st</sup> Party must be adequate stock of spare parts and countrywide service centers.



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G. After going through the terms & conditions, if you are interested to participate in the bidding process:

G.1. Please submit your proposal in your company's letterhead pad as per format given in this page and signature of your company's authorized representative and must be submitted at the tender box of our office on 12.04.2016 from 10:30 am to 3.00 pm. No quotations shall be dropped before or after this time period.

G.2. Please return this letter with signature of authorized signatory and seal of the company as proof of acceptance of the terms & conditions.

H. For any kind of query regarding this RFQ, we may contact with Mr. Md. Imroz Sohel, Senior Officer, Facility Management Division (Phone: 9567265 Extn. 312, Cell: 01713082662, E-mail: [is050301@primebank.com.bd](mailto:is050301@primebank.com.bd)).

Thanking you.



**Saif-Ul-Alam Md. Al-Amin**  
Vice President & Head



**Financial Part**
**1. Service charge for Preventive Maintenance Check up (PMS) once every 60 (Sixty) days**

Table-A:

Capacity in KVA	Yearly charge / Genset, Taka (Total Six visits)	Remarks
12 – 45	Inside Dhaka:	The stated yearly charge per genset is excluding the price of spare parts/consumable
	Outside Dhaka:	
	Inside Dhaka: (100kVA-600kVA)	
100		
150		
200		
250		
600		

**2. Rate of consumables: (Table-B)**

SL	KVA	Engine Brand	Fuel Filter (FF), unit price, Tk.	AC pump Fuel Filter (AFF), unit price, Tk.	Water Filter (WF), unit price, Tk.	Lube Oil filter (LF), unit price, Tk.	Air Filter (AF), unit price, Tk.	Lube Oil/Ltr, Tk.	Coolant/ Ltr, Tk.	Battery Water/Ltr, Tk.
01	12-14.5	Mitsubishi/ Perkins/ Lomberdini/ Yanmar								
02	20, 30, 40-44	Perkins/ Yanmar/ Eicher								
03	20-30	Deutz								
04	100	Perkins								
05	150	Perkins								
06	200	Perkins								
07	250	Perkins								
08	600	Perkins								

**3. Rate of spare parts of generators: 12kVA to 45kVA (Table-C)**

SL	ITEM DESCRIPTION	UNIT	Price for 12-30 KVA Mitsubishi, Lomberdini, Yanmar, Tk.	Price for 30 & 40 KVA Perkins & Yanmar, Tk.	Price for 20 KVA Perkins, Tk.	Price for 20-30 KVA Deutz, Tk.
1	Controller (DSE7220/720/7120) or equivalent compatible	Pcs				
2	Fuel Solenoid Repair	Pcs				
3	Fuel Solenoid New	Pcs				
4	Fuel Pump New	Pcs				
5	Fuel Pump Repair	Pcs				

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SL	ITEM DESCRIPTION	UNIT	Price for 12-30 KVA Mitsubishi, Lombardini, Yanmar, Tk.	Price for 30 & 40 KVA Perkins & Yanmar, Tk.	Price for 20 KVA Perkins, Tk.	Price for 20-30 KVA Deutz, Tk.
6	AC Pump New	Pcs				
7	Connecting Rod	Pcs				
8	Dynamo Repair	Pcs				
9	Engine Head Repair	Pcs				
10	Head Gasket	Pcs				
11	Crank Shaft Sizing	Pcs				
12	Crank Shaft Sizing	Pcs				
13	Self Repair	Pcs				
14	Water Pump Repair	Pcs				
15	Injector servicing	Pcs				
16	Hose Pipe	feet				
17	Main Bearing	pair				
18	Big end Bearing	Pair				
19	Main Oil Seal	Pcs				
20	AVR New	Pcs				
21	Armature Coil Rewinding	Pcs				
22	Rotor Coil Rewinding	Pcs				
23	Rectifier	Pcs				
24	Carbone Brush	Pcs				
25	Piston New	Pcs				
26	Piston Ring New	SET				
27	Liner	Pcs				
28	ATS Magnetic Contract of 63 amp	Pcs				
29	Auxiliary	Pcs				
30	Relay ( AC/DC)	Pcs				
31	Timer ( AC/DC)	Pcs				
32	Fan Belt	Pcs				
33	Fan	Pcs				
34	Battery (pcm-17, 100 AH)	Pcs				
35	Battery (pcm-21, 120 AH)	Pcs				
36	Radiator Cleaning	Pcs				
37	Mounting	pair				
38	Generator Base Repair	Pcs				
39	Electric self repairing	Pcs				
40	Charging alternator repairing	Pcs				
41	Auto Battery charger 12 V	Pcs				
42	AVS (Auto voltage stabilizer) 600 VA (Warranty: 01 year)	Pcs				
43	TP, MCCB 45 amps (Brand: LS) (Warranty: 01 year)	Pcs				
44	TP, MCCB 50 amps (Brand: LS) (Warranty: 01 year)	Pcs				
45	TP, MCCB 60 amps (Brand: LS) (Warranty: 01 year)	Pcs				



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SL	ITEM DESCRIPTION	UNIT	Price for 12-30 KVA Mitsubishi, Lombardini, Yanmar, Tk.	Price for 30 & 40 KVA Perkins & Yanmar, Tk.	Price for 20 KVA Perkins, Tk.	Price for 20-30 KVA Deutz, Tk.
46	Manual change over switch 100 amps (Warranty: 01 yr)	Pcs				
47	Electric self starter (Warranty: 1 year)	Pcs				
48	Water pump replacement	Pcs				
49	Charging alternator replacement	Pcs				
50	Radiator(New Local)	Pcs				
51	ATS (65 A, ABB)	Pcs				
52	Oil pressure Sensor	Pcs				
53	Oil Pressure Switch	Pc				
54	Power cable, BRB	Meter	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%
55	Control cable, BRB	Meter	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%

**4. Rate of spare parts of generators: 100kVA to 600kVA (Table-D)**

SL	ITEM DESCRIPTION	UNIT	Price in BDT				
			100 KVA, Perkins	150 KVA, Perkins	200 KVA, Perkins	250 KVA, Perkins	600 KVA, Perkins
1	Controller (DSE7220/720/Equivalent compatible) AMF	Pc					
2	Fuel Solenoid Repair	Pc					
3	Fuel Solenoid New	Pc					
4	Fuel Pump New	Pc					
5	Fuel Pump Repair	Pc					
6	AC Pump New	Pc					
7	Connecting Rod	Pc					
8	Dynamo Repair	Job					
9	Engine Head Repair	Job					
10	Head Gasket	Pc					
12	Crank Shaft Sizing	Job					
13	Self Repair	Pc					
14	Water Pump Repair	Pc					
15	Injector servicing	Pc					
16	Hose Pipe	Feet					
17	Main Bearing	Pair					
18	Big end Bearing	Pair					
19	Main Oil Seal	Pc					
20	AVR New	Pc					
21	Armature Coil Rewinding	Job					
22	Rotor Coil Rewinding	Job					
23	Rectifier	Pc					
24	Carbone Brush	Pc					

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SL	ITEM DESCRIPTION	UNIT	100 KVA, Perkins	150 KVA, Perkins	200 KVA, Perkins	250 KVA, Perkins	600 KVA, Perkins
25	Piston New	Pc					
26	Piston Ring New	SET					
27	Liner	Pc					
28	Magnetic Contactor of adequate rating (ABB)	Pc					
29	Auxiliary	Pc					
30	Relay ( AC/DC)	Pc					
31	Timer ( AC/DC)	Pc					
32	Cartridge fuse	pc					
33	Fan Belt	Pc					
34	Fan	Pc					
35	Battery (pcm-27, 160 AH)	Pc					
36	Battery (pcm-29, 180 AH)	Pc					
37	Radiator Cleaning	Job					
38	Mounting	Pair					
39	Generator Base Repair	Job					
40	Electric self repairing	Pc					
41	Charging alternator repairing	Job					
42	Auto Battery charger 12 V	Pc					
43	Auto Battery charger 24 V	Pc					
44	AVS (Auto voltage stabilizer) 600 VA	Pc					
45	TP, MCCB 80amps (Brand: ABB)	Pc					
46	TP, MCCB 100 amps (Brand: ABB)	Pc					
47	TP, MCCB 100 amps (Brand: ABB)	Pc					
48	TP, MCCB 200 amps (Brand: ABB)	Pc					
49	TP, MCCB 400 amps (Brand: ABB)	Pc					
50	TP, MCCB 500 amps (Brand: ABB)	Pc					

**Table-D (Continued) Rate of spare parts of generators: 100kVA to 600kVA**

SL	ITEM DESCRIPTION	UNIT	Price in BDT				
			100 KVA, Perkins	150 KVA, Perkins	200 KVA, Perkins	250 KVA, Perkins	600 KVA, Perkins
51	TP, MCCB 630 amps (Brand: ABB)	Pc	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%
52	TP, MCCB 800 amps (Brand: ABB)	Pc	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%
53	TP, MCCB 1000 amps (Brand: ABB)	Pc	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%
54	Manual change over switch	Pc					



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SL	ITEM DESCRIPTION	UNIT	100 KVA, Perkins	150 KVA, Perkins	200 KVA, Perkins	250 KVA, Perkins	600 KVA, Perkins
55	Electric self starter	Pc					
56	Water pump replacement	Pc					
57	Charging alternator replacement	Pc					
58	Radiator(New Local)	Pc					
59	ATS with ABB Magnetic Contactor	Pc					
60	Oil pressure Sensor	Pc					
61	Oil Pressure Switch	Pc					
62	Injector seal kit	Pc					
63	Engine Tappet Clearance	Pc					
64	Power cable- BRB	Meter	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%
65	Control cable- BRB	Meter	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%	Listed rate+.....%



**List of generators of different branches and Head Office Premises**

Table-E:

SL	Name of the branch	LOCATION	BRAND	ENGINE	KVA
1.	Joydevpur	Dhaka	CUKUROVA	Perkins	20
2.	Hathazari	Chittagong	CUKUROVA	Perkins	20
3.	Tajpur	Sylhet	CUKUROVA	Perkins	20
4.	Chaumuhani	Noakhali	CUKUROVA	Perkins	20
5.	Chauddagram	Comilla	CUKUROVA	Perkins	20
6.	Hajigonj	Chandpur	CUKUROVA	Perkins	20
7.	Ishwardi	Pabna	CUKUROVA	Perkins	20
8.	Natore	Natore	CUKUROVA	Perkins	20
9.	Faridpur	Faridpur	TEMPEST	Perkins	20
10.	Damuddya	Shariatpur	TEMPEST	Perkins	20
11.	Subid Bazar	Sylhet	TEMPEST	Perkins	40
12.	Nabigonj	Habigonj	TEMPEST	Perkins	40
13.	Sunamgonj	Sunamgonj	TEMPEST	Perkins	30
14.	Banasree	Dhaka	TEMPEST	Perkins	40
15.	Halishahar	Chittagong	TEMPEST	Perkins	40
16.	Takerhat	Madaripur	TEMPEST	Perkins	20
17.	Kushtia	Kushtia	TEMPEST	Perkins	30
18.	Kishoregonj	Kishoregonj	TEMPEST	Perkins	30
19.	Joypurhat	Joypurhat	TEMPEST	Perkins	30
20.	Mouchak	Dhaka	HIMONSHA	Perkins	30
21.	Oxygen More	Chittagong	EURO POWER	Perkins	20
22.	Bhujpur	Chittagong	WFM	Lombardini	14.5
23.	Laldighi East	Chittagong	HIMONSHA	Perkins	30
24.	Naogaon	Naogaon	TEMPEST	Perkins	30
25.	Baneshwar	Rajshahi	TEMPEST	Perkins	30
26.	Hobigonj	Habigonj	TEMPEST	Perkins	30
27.	Jamalpur	Jamalpur	TEMPEST	Perkins	30
28.	Ashugonj	B-Baria	TEMPEST	Perkins	30
29.	Adamjee EPZ	Narayangonj	TEMPEST	Perkins	30
30.	Kadamtali	Sylhet	TEMPEST	Perkins	30
31.	B-Baria	B-Baria	CUKUROVA	Perkins	20
32.	Elephant Road	Dhaka	Caterpillar	Perkins	44
33.	Pallabi	Dhaka	Tempest	Perkins	30
34.	Jatrabari	Dhaka	Europower	Perkins	20
35.	Bijoy Nagar	Dhaka	FG Wilson	Perkins	30
36.	New Eskaton	Dhaka	FG Wilson	Perkins	30
37.	Bashabo	Dhaka	Forest City	Perkins	40
38.	IBB Dilkusha	Dhaka	HIMOINSA	Perkins	30
39.	Foreign Exchange	Dhaka	HIMOINSA	Yanmar	30
40.	Savar Bazar	Dhaka	Euro Power	Perkins	20
41.	Ashulia	Dhaka	Forest City	Perkins	20



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SL	Name of the branch	LOCATION	BRAND	ENGINE	KVA
42.	Mirzapur	Tangail	Forest City	Perkins	20
43.	Cox's bazar	Cox's bazar	Forest City	Perkins	20
44.	Dinajpur	Dinajpur	Forest City	Perkins	20
45.	Pabna	Pabna	Forest City	Perkins	20
46.	Serajdikhan	Munshiganj	WFM	Perkins	14.5
47.	Banani	Dhaka	Olympian	Perkins	150
48.	Gulshan	Dhaka	Olympian	Perkins	200
49.	Madhabpur SME	Habiganj	Kohler	Mitsubishi	12
50.	Sonargaon SME	Narayanganj	Kohler	Mitsubishi	12
51.	Wari	Dhaka	Euro Power	Perkins	20
52.	Ibrahimpur	Dhaka	Jecy punch	EICHER	30
53.	Joypara	Munshiganj	FG Wilson	Perkins	27
54.	Agrabad	Chittagong	Pramac	Yanmar	40

Table-F:

SL	Name of the branch	LOCATION	BRAND	ENGINE	KVA
55	Asadgate	Dhaka	PRAMAC	Deutz	30
56	Barisal	Barisal		Deutz	30
57	Beanibazar	Sylhet		Yanmar	30
58	Bhairab Bazar	Kishoregonj		Deutz	30
59	Boalmari	Faridpur		Yanmar	20
60	Bogra	Bogra		Deutz	40
61	Borolekha	Moulvibazar		Deutz	30
62	Chatkhil SME	Noakhali		Yanmar	13
63	Comilla	Comilla		Yanmar	30
64	Court Road	Moulvibazar		Deutz	30
65	Dhanmondi	Dhaka		Deutz	30
66	Fatickchari	Chittagong		Deutz	30
67	Feni	Feni		Deutz	30
68	Ganakbari	Dhaka		Deutz	30
69	Garib E Newaz Avenue	Dhaka		Deutz	30
70	IBB Mirpur	Dhaka		Deutz	30
71	IBB O.R. Nizam Road	Chittagong		Deutz	30
72	IBB Pahartoli	Chittagong		Deutz	30
73	Islampur	Sylhet		Yanmar	20
74	Jessore	Jessore		Yanmar	30
75	Jikhorgacha SME	Jessore		Yanmar	20
76	KEPZ	Chittagong		Yanmar	20
77	Khajanagar SME	Kushtia		Yanmar	13
78	Khulna	Khulna		Yanmar	30
79	Madhabdi Bazar	Narsingdi		Deutz	30
80	Mirpur-1	Dhaka		Deutz	30
81	Modhunaghat SME	Chittagong	Yanmar	20	
82	Moulvibazar	Dhaka	Deutz	30	
83	Muradpur	Chittagong	Yanmar	30	
84	Mymensingh	Mymensingh	Deutz	30	
85	Nawabpur SME	Dhaka	Deutz	20	
86	Prabartak More	Chittagong	Deutz	40	
87	Raipur SME	Laxmipur	Yanmar	13	
88	Rajshahi	Rajshahi	Deutz	30	
89	Ring Road	Dhaka	Deutz	30	
90	Satkhira	Satkhira	Yanmar	30	