

THE MUNICIPAL CO-OP.BANK LTD., MUMBAI

Tender Document

**Tender for Comprehensive Annual Maintenance
Contract (AMC) of Air conditioners in
Head Office, Branches & ATM's**

Ref No: Tender/AC-AMC/03/2026-2027

Tender invited by

THE MUNICIPAL CO OP. BANK LTD., MUMBAI

Municipal Bank Bhavan
245, P D'mello road, Fort
MUMBAI 400 001

Telephone: 022 – 22717878 /22717879

Email: estate@mcbbank.co.in

FORM OF APPLICATION
(On Tenderer's letter Head)

Date:..

The General Manager,
The Municipal Co-Op. Bank Ltd., Mumbai
Municipal Bank Bhavan,
245, P D'mello Road, Fort,
Mumbai 400 001.

Dear Sir

Sub: -- Tender No: Tender/AC-AMC/03/2026-2027

**Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air conditioners in
Head Office, Branches & ATM's of The Municipal Co Operative Bank Ltd., Mumbai**

1. I/we have read and understood the instructions and other terms & conditions furnished in the tender published on the Municipal Bank's Website in respect of the captioned subject. I/we hereby submit my/our application for the captioned "Request for proposal" of your Bank. I/we do hereby declare that all the information furnished in the application and supplementary sheets are correct to the best of my/our knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
3. I/we clearly understand and agree that if any of the information furnished by me/us hereunder is found to be wrong or untrue or false or incorrect or incomplete, my/our tender is liable to be rejected. Further, if I am/we are appointed as the 'Executing Agency' for the above Project on the basis of the information furnished in my/our application and the information furnished therein is subsequently found to be wrong or untrue, false or incorrect, my/our contract with the Bank is liable to be terminated forthwith at the discretion of Bank, at any stage, without any notice and without any compensation whatsoever for such termination.
4. I / We understand and agree that the decision of Municipal Bank in selection of the AMC Provider is final and binding to me / us.

Thanking You,

Yours faithfully,

Signature of the Tenderer.

Name:

Designation

Place:

PART – I
(TECHNICAL DETAILS)
INVITATION FOR TENDER

1. The Municipal co-op Bank Ltd., Mumbai invites sealed tenders from firms located in Mumbai with experience in carrying out air conditioner repair and maintenance under Annual Maintenance Contract for Air conditioner's units located at banks Head Office, Branches and ATM's

1	Name / Nature of the work	Annual Maintenance Contract of Air Condition machines of various types and Tonnage existing in Head Office and Other Offices on comprehensive Basis
2	Time period of Execution	01/08/2026 to 31/07/2027
3	Period of Issue of Tenders	06/06/2026 to 15/06/2026
4	Last date and time of submission of Tenders	15/06/2026 up to 5.00 PM
5	Cost of Tender	Rs. 500/-(PLUS 18% GST) i.e Rs 590/ by way of DD drawn in favour of "The Municipal Co-Operative Bank Ltd., Mumbai "payable at Mumbai
6	EMD Cost	Rs 25,000/-by way of DD drawn in favour of "The Municipal Co-Operative Bank Ltd., Mumbai "payable at Mumbai
7	Submission of Tender	1. The Bid Documents shall be submitted in two separate envelopes-, Envelope No (1) - Technical Bid and Envelope No - (2) Price Bid. Both envelopes should be submitted on the same date and time. The Technical Bid and Price Bid are to be placed in two separate individual envelopes, sealed and superscribed as 'Technical Bid' and 'Price Bid' respectively. These two envelopes are to be placed together in envelope No.3, and that to be sealed and superscribed on the outside with the narration "PROPOSAL FOR AMC OF AIRCONDITONERS AT HEAD OFFICE AND IN OTHER BRANCHES

2. Application documents for the tender consisting of the various works to be executed and the set of terms & conditions to be complied with and other necessary documents which form the part of application form can be downloaded from Bank's website i.e. www.mcb.bank.in
3. Those applicants who have down-loaded the application from the website have to submit, along with the application form, a non-refundable DD for Rs 500/- (PLUS 18% GST) i.e Rs.590/-in favour of "The Municipal Co- Operative Bank Ltd., Mumbai "payable at Mumbai, towards cost of the tender document.
4. The Bank reserves the right to accept or reject, wholly or partly, any or all the applications without assigning any reason whatsoever. Bank's decision in this regard will be final and binding on all applicants.

Part-A

MINIMUM PRE-QUALIFICATION CRITERIA

(Self-attested Documentary proof for each item to be furnished with Technical Bid)

THE TENDERER SHOULD FULFILL ALL THE FOLLOWING CONDITIONS TO QUALIFY FOR PARTICIPATION IN THE TENDER

1. The tenderer should be service provider for air conditioners, namely Carrier, Hitachi, Voltas, Blue Star, L.G, Daikin etc. However they should have requisite expertise in servicing and maintenance of other Brands of Air Conditioners too.
2. The tenderer must have its office /branch located in Mumbai Jurisdiction. Address Proof for the office / branch is to be submitted
3. The tenderer should have experience in providing Annual Maintenance Contracts for air conditioners for a minimum period of 3 years as at 31st of March 2026.
4. The tenderer should have satisfactorily completed at least one AMC of similar type for total air condition units of not less than 200 units during the consecutive last 3 years as on 31st of March 2026. (Similar AMC work mean Annual Maintenance Contract for Air Conditioners consisting replacement of spares, periodical servicing, break down servicing etc. at least one year of AMC has to be completed to consider completion of 1 AMC).Completion Certificates issued by the authorized officer of the client will have to be furnished along with the tender document. The Completion Certificate along with the copy of the client's work order must clearly indicate:-
 - a) Date of commencement of AMC b) Date of completion of AMC
 - c) Whether the AMC has been completed satisfactorily or not.
 - d) Value of Air conditioner Tonnage involved in AMC e) Nature of AMC, etc.
5. The average of the annual turnover of the tenderer during the consecutive last three financial years ended i.e. up to March 2026 shall be more than Rs.5 lakhs (Five Lakhs only). A copy of Audited balance sheet along with profit and loss account statements for 3 financial years i.e. 2023-24, 2024-25 and 2025-26 should be submitted along with the Technical Bid.
6. The tenderer shall have a valid PAN number. The copy of the PAN number should be enclosed with TENDER DOCUMENT
7. The tenderer should be registered for GST. The copy of the GSTIN number should be enclosed with TENDER DOCUMENT
8. All the forms provided in the tender documents must be completed in all respect and all pages of tender documents must be signed and sealed before their submission.

Place:

Signature and seal of the Tenderer

- ii. All the documents in support of the prequalification criteria are mentioned in the tender Application form. The documents have to be self-attested by the authorized signatory with official seal.
- iii. The technical features/brochures and such other details / data required for the technical evaluation. All technical information considered relevant and useful should be furnished at the first instance itself along with the Technical Bid in envelope No.1 No additional/supplementary information/document shall be entertained by the Bank subsequently unless it is found necessary and sought by the Bank in writing.
- iv. **The EMD DD of Rs. 25000/- in the name of “The Municipal Co Op. Bank Ltd., Mumbai” payable at Mumbai and In case of application is downloaded from the Bank’s website and submitted, the DD for Rs.500/- PLUS 18% GST(non-refundable) towards the cost of the tender should be kept separately in the envelope No.1 containing the Technical Bid . Tenders received without EMD or payment of tender fees will be rejected without assigning any reasons.**
The envelope No.2 superscripted as “Price Bid” should be sealed in the manner described in sub-paragraph 4 above and submitted on the same date and time specified above, along with Technical Bid. Non submission of the Price bid and the Technical bid in separate sealed envelopes, in a manner prescribed above shall automatically render the entire application being summarily rejected. The Price bid envelope should contain only price quoted, duly filled in the exact format prescribed in the tender with values written in both words and figures, and as detailed elsewhere in the tender.

6. The EMD of successful tenderer will be returned after submission of Security Deposit of Rs.75000/-

7. Bank reserves the right to amend, delete or modify any of the pre-qualification criteria prescribed as above.
8. Applicants are advised to visit each branch, office & ATM center of the Bank & examine the condition of the Air conditioners and fully satisfy themselves before submitting their applications as to the nature of work/project to be executed and the other aspects pertaining to and/or impacting the work/project and themselves obtain all necessary information/clarification as to the risks, contingencies and other circumstances which may influence or affect the work/project.
9. By submitting the application and agreeing to the terms and conditions specified in the tender, the applicant shall be deemed to have full knowledge of the proposed scope of work/project and no extra charges consequent to and arising out of any misunderstanding/misinterpretation or otherwise shall be allowed by the Bank. The applicants will not be entitled to any claim of compensation, financial or otherwise, for difficulties, if any, faced or losses incurred by them on account of submission of the application or on shortlisting/final selection or execution of work during AMC period.
10. The tender offers shall remain valid for acceptance for a period of 120 days from the date of opening of Price Bid. The Successful Bidder has to start the AMC Work of air conditioning units on “as is where is basis” from the date intimated in letter of AMC’s award.

11. The acceptance of tender will rest with The Municipal Bank and the Bank reserves to itself the discretion/authority to reject any or all the tenders received without assigning any reason whatsoever. Tenders, in which any of the prescribed condition is not fulfilled or is incomplete in any respect, is liable to be summarily rejected. The Municipal Bank reserves the right to accept or reject the tenders in full or in part and tenderer shall have no claim in the matter.
12. The price quoted in price bid should be inclusive of all types of taxes & charges. No extra charges & taxes will be paid over and above the contract amount.

Signature and seal of the Tenderer

PART C

Terms and conditions on the Annual Maintenance Contract

1. The Annual Maintenance Contract will be of comprehensive in nature and for a period of one year.
2. This comprehensive Contract includes replacement of faulty spares like Compressors, Starting Capacitors, Running Capacitors, Relays, Thermostats, Fan Capacitors, Fan Motors, Selector switches, Power Contactors, Control Contactors, Stabilizers, Rewinding of motors, providing Ball bearing of motors, Fan blades, Electronic Control Circuitry, Condenser coil, Remote Control units, etc. at Contractor's cost including Gas charging and attending all complaints and breakdowns of all types of air-conditioners.
3. Only original spare parts/quality approved by the Bank will be permitted to be used for the maintenance during the AMC Period.
4. Preventive maintenance has to be carried out for all the Air conditioners covered under AMC. During the quarterly servicing, the contractor should provide water service the AC unit including water washing of filter, drain tray and pipe cleaning, Evaporator brush cleaning, oiling/greasing of all Fans, checking of current consumption, checking of output performance, testing of Gas pressure if necessary, water washing of Condenser Coil, etc.
5. Complaints regarding the non-functioning of air-conditioners are to be attended within half an hour from the time of reporting for Head Office and in case of other offices within 4 hours from time of reporting the complaint. In case of Minor technical problems same should be resolved within 1 hour of diagnosing of complaint. In case of major technical problems, the same should be resolved within 24 hours of reporting the complaint. If repair is going to take beyond 24 hours then the contractor should make stop gap arrangement at his own expenses else per day penalty of Rs.500/- will be charged. The AMC Contractor is entitled to take back the old faulty/damaged parts of the Air-conditioner, which are replaced by new parts.
6. Defective spares compressors / condensers are to be replaced with new compressors / condensers and repairing of the old compressors is not permitted. Whenever new compressors / condensers are used, the Contractor has to produce original invoice and Warranty Card of the new Compressor/ condenser at the discretion of the Bank. The compressor/ condenser being replaced should match with the original star rating of the air conditioner.
7. All the Air-conditioners covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor has to repair /service/ maintain the air conditioners under the AMC in "as is where is" condition when handed over to them under AMC.

8. It is the primary duty of the successful contractor to ensure that all air-conditioners under the contract are in working condition including those in unmanned area such as Server Room, UPS Room etc.
9. Technicians should have competency certificate in Air-conditioning work issued by recognized Government Agency and shall have a minimum of 3 years' experience in the field of air conditioning maintenance. Those who are not having Competency Certificate should have minimum 5 years of continuous experience from reputed organizations acceptable to the Bank. Necessary proof shall be submitted along with application of tender and whenever demanded by the Bank. Each Technician should be in a position to independently attend and rectify all kind of servicing/breakdowns/faults in the air conditioners. The technicians have to attend periodical services and all breakdown complaints pertaining to the air-conditioners.
10. Contractor should deploy more technicians in case of heavy workload or in case of urgency to complete the work promptly in time. For attending emergency break downs one technician must be easily available during night hours and Bank Holidays for attending the emergency calls and such calls must be attended within 2 hours from time of reporting.
11. The technicians deployed under AMC are to be covered by insurance under Workman Compensation Policy through reputed Insurance Companies during the AMC Period.
12. Payment Terms: 50% AMC Charges will be paid at end of two quarters of the AMC period & balance 50% payment will be released after completion of last two quarterly services as per the actuals. The actual number of air conditioners for which service has been rendered will be considered for making payment for the quarter. The payment will generally be made within 15 days from the submission of bills to Head Office. The bill must be enclosed with service reports endorsed by End User Department for all air conditioners which have been covered under AMC during the quarter. Bills without service reports will be deemed incomplete submission and payments will be made only on submission of all service reports. However, no interest is liable to be paid by the Bank in case of delays if any in payment. Payment will be released based on actual units Air conditioners served during the quarter/ AMC period.
13. Statutory deduction towards income tax and other taxes as and when directions from statutory bodies will be made at the time of making payments.
14. The awarded rates for AMC will be inclusive of all types of taxes & charges. No extra charges & taxes will be paid over and above the contract amount.
15. Rate Revision in the contract amount is not be permitted during the validity period of the contract for any reason.
16. Losses incurred due to mishandling / misplacement / theft or any malpractice by technicians during the period of AMC , the Contractor has to re-imburse / make good of the losses suffered by the Bank due to fault of his technicians. In case of non

– reimbursement / making good of the losses by the contractor, the same will be recovered from the bills by Bank.

17. In case of violation of terms and conditions of the contract by the contractor during AMC period, bank at its discretion may penalize monetarily according to the losses occurred to Bank. Further Bank reserves the right to terminate the contract at any time during the validity of the AMC period by serving 30 days' notice to the Contractor with or without any reason.

18. Contractor should not sublet the contract to others.

Signature and seal of the Tenderer

Place:

Date

PART D
DETAILS TO BE FILLED BY THE BIDDER

1. Name of the Company/ Organization with Address

2. Year of Establishment:

3. Constitution of the Establishment:

(Proprietary/ Partnership/ Public / Private Company) :

a) Place of Head Office / Registered Office :

with address

Telephone No. :

Fax No. :

Email :

Web site (if any) :

b) Branch Office in Mumbai with address :

Telephone No. :

Fax No. :

4. Name of contact person :

Telephone No. :

Land Line :

Mobile :

Fax No. :

Email :

5. Type of Organization Documents to be enclosed

- | | |
|----------------------------|---------------------------------|
| a) Proprietary | Trade License |
| b) Partnership | Partnership Deed, Trade License |
| c) Private Limited Company | Memorandum of Article |
| d) Public Limited Company | Certificate of Registration |
| e) Public Sector | Certificate of incorporation |

6. Annual Turnover during last 3 years (Enclose Audited Balance Sheet for last 3 years)

a) 2022-2023 b) 2023-2024 c) 2024-2025

7. Commercial Information Registration (Enclose Attested Copy wherever Applicable)

a) CST Regn. No. :

b) State ST Regn. No. :

c) TIN No. :

d) Trade License No. :

e) GST Regn.No. :

f) PAN No. :

g) P.F A/c No. :

h) Labour Licence No. :

i) ESI A/c No. :

j) Details of Group Insurance/workman compensation policy For technicians and workers

08. Details of Major work done during last three years

Details of work done in the descending order of the Value of Work.

(Enclose copies of supporting documents)

SR.NO	Name and address of Customer	Nature and Description of work	No of Air Conditioners and total tonnage	Value of work	Year of execution of the work
1					
2					
3					

09: Details of Major works in hand

Details of works in the descending order of the Value of Work.

(Enclose copies of supporting documents)

SR. NO	Name and address of Customer	Nature and Description of work	Value of work	Year of execution of the work
1				
2				
3				

10. details of works under litigation/Arbitration during last three years

11. Details of Tender Form Cost Payment

D.D/P.O NO	DATE	NAME OF BANK	BRANCH	AMOUNT

DECLARATION BY THE BIDDER

I confirm that

- 1) No employee or direct relation of any employee of Municipal Bank is any way related as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. of the Company/Organization.
- 2) The information furnished is correct to the best of my knowledge and belief.

.....
(Signature of Proprietor/Partner/Chief Executive)

Name

(In Capital Letter)

(Seal of the signatory)

Place:

Date:

INSTRUCTIONS TO TENDERERS:

1. All details in forms to be furnished.
2. Use additional sheets if needed
3. Attach copies of latest documents in support of details provided

PRICE BID

(On tenderer's letter head)

Sr. No.	Branch	No. of Units	PERIOD OF AMC		NO OF MONTHS	TOTAL AMOUNT OF AMC (INCLUSIVE OF ALL TAXES)
			From	To		
1	Head Office	39	01.08.2026	31.07.2027	12	
2	Nair Hospital	6	01.08.2026	31.07.2027	12	
3	Sion Hospital	8	01.08.2026	31.07.2027	12	
4	Byculla	9	01.08.2026	31.07.2027	12	
5	Andheri (East)	5	01.08.2026	31.07.2027	12	
6	G/North	8	01.08.2026	31.07.2027	12	
7	Mulund		01.08.2026	31.07.2027	12	Branch Rennovated MAY 2026 7 AC INSTALLED
8	Mulund ATM	2	01.08.2026	31.07.2027	12	
9	Bhandup	5	01.08.2026	31.07.2027	12	
10	Borivali	6	01.08.2026	31.07.2027	12	
11	G/South	7	01.08.2026	31.07.2027	12	
12	Kandivali	7	01.08.2026	31.07.2027	12	
13	Nanachowk	7	01.08.2026	31.07.2027	12	
14	Ghatkopar	6	01.08.2026	31.07.2027	12	
15	Deonar	7	01.08.2026	31.07.2027	12	
16	Chembur	8	01.08.2026	31.07.2027	12	
17	Worli Eng Hub ATM	2	01.08.2026	31.07.2027	12	
18	Kapurbavdi ATM	2	01.08.2026	31.07.2027	12	
19	Goregaon	8	01.08.2026	31.07.2027	12	
20	Parel	10	01.08.2026	31.07.2027	12	
21	Andheri (W)	6	01.08.2026	31.07.2027	12	
22	Deonar ATM	2	01.08.2026	31.07.2027	12	
23	B ward ATM	2	01.08.2026	31.07.2027	12	
24	CST ATM	2	01.08.2026	31.07.2027	12	
		164			TOTAL	
					GST	
					GRAND TOTAL	

Seal & signature of the tenderer

- Note: At Mulund branch New Air Conditioner Installed On May 2026 which are under warranty period of 1 year i.e. up to **April 2027**

THE MUNICIPAL CO-OPERATIVE BANK LTD., MUMBAI.
Municipal Bank Bhavan, 245, P.D'mello Road, Fort, Mumbai - 400 001.

List of Branches Address with Telephone Numbers

	Name of Branch/ Office/O.C.C.	Address	Telephone No.
1.	Head Office	Municipal Bank Bhavan, 245, P.D'mello Road, Fort, Mumbai - 400 001.	22717802/ 22717894
2	CST Branch	Municipal Head Office, Mahapalika Marg, Fort, Mumbai 400 001	22717803/ 22717804
3	Worli Engg. Hub ATM	Worli Engg. Hub, Bldg. Dr. E. Moses Road, Worli MUMBAI 400 018	22717819/ 22717820
4	Andheri (East)	Municipal K/East Ward Office Bldg., Azad Road, Gundawali Village, Andheri (East), Mumbai-400 059.	22717825/ 22717826
5	Andheri (West)	Municipal K/West Ward Office Bldg., Paliram Marg, Andheri (W) Mumbai-400058	22717809/ 22717810
6	Bhandup	Municipal S/Ward Office Bldg., Near Mangatram Petrol Pump, L B S Marg, Bhandup (W), Mumbai-400 078.	22717898/ 22717899
7	Borivali & attached ATM Center	Prabodhankar Thackare Natya Griha, Sodawala Lane, Borivali (W), Mumbai- 400 092	22717827/ 22717828
8	Byculla & attached ATM Center	E/Ward Municipal Building, Sankhali Street, Byculla, Mumbai-400 008.	22717817/ 22717818
9	Deonar Branch	M/East Ward Municipal Office, Plot No.CCS 38/39, Village Deonar Junction, M.T.Kadam Marg, Peripheri Road, Deonar, Mumbai – 400 043.	22717849/ 22717850
10	Ghatkopar	Ghatkopar N/Ward Municipal Bldg., Jawahar Road, Ghatkopar, Mumbai-400 077.	22717871/ 22717872
11	G/South	G/South Municipal Office Building, N.M.Joshi Marg, Parel, Mumbai-400 013.	22717819/ 22717820
12	G/North	G/North Municipal Office Bldg., Harischandra Yelwe Marg, Behind Plaza Cinema, Dadar, Mumbai-400 028.	22717821/ 22717822
13	Kandivali	R/South Ward Office, Ground Floor, Near Kandivali Swimming Pool, Kandivali (West), Mumbai-400 067.	22717805/ 22717806
14	Mulund & attached ATM Center	T/Ward Municipal Building, Devidayal Road, Mulund (West), Mumbai-400 080.	22717823/ 22717824
15	Nana chowk	D/Ward Municipal Building, Nanachowk, Mumbai-400 007.	22717815/ 22717816
16	Nair Hospital & attached ATM Center	B.Y.L.Nair Hospital Compound, Mumbai Central, Mumbai – 400 008.	22717885/ 22717892
17	Parel & attached ATM Center	F/South Ward Municipal Office Building, Parel T.T., Mumbai – 400 012.	22717811/ 22717812
18	Sion Hospital & attached ATM Center	Lokmanya Tilak Municipal General Hospital Building, Sion, Mumbai–400 022.	22717883/ 22717884
19	Chembur & attached ATM Center	M/West Ward Office Building, Ground floor, Near Natraj Cinema, Sharad Acharya Marg, Chembur, Mumbai.	22717829/ 22717830
20	Kapurbavdi ATM	Office of the Executive Engineer (Ops), Kapurbavdi Water Works Yard, P.O. Sandoz Baug, Kapurbavdi Thane 400 607	22717823/ 22717824
21	Goregaon	P/South Ward Office, C.T.S. No 746, S.V Road, Goregaon West, Mumbai – 400 104	22717807/ 22717808
22	B Ward ATM	121, Ramchandra Bhat marg, Babula tank Cross Lane, Near J. J. Hospital, Sandhurst Road, Mumbai-400009	22717817/ 22717818

