

Public Web Notice
(For All Reputed Manufacturer/
Authorized Dealers & Distributor)

CGB/CO/INFRA/007/2026-27
Date: 09.04.2026

Dear Sir/ Madam,

Rate Contract for Supply and Installation of Air Conditioner

We invite quotations from Manufacturer, Authorized Dealer and Distributor for supply, installation, commissioning and maintenance of Air Conditioners units for the branches/offices situated all over Chhattisgarh, terms & conditions, Technical Specification of Air Conditioners is given in Annexure- C and D respectively.

The Bids shall be placed in sealed envelopes super scribed as:

**“Quotation for the supply of Air Conditioner for CHHATTISGARH GRAMIN BANK”
(Private & Confidential)**

Should be submitted to the

**General Manager,
CHHATTISGARH GRAMIN BANK
Corporate Office, Sector-24
Plot No-47, Atal Nagar,
NAVA RAIPUR (C.G) 492018**

Please arrange to submit your best offer with complete Details/Brochure by 21/04/2026 by 05:00 pm sharp. Received quotations will be opened in front of representative of vendors on 23/04/2026 by 3.30 PM.

Yours Faithfully

Senior Manager (Infra)

"Tender: Rate Contract for Supply & Installation of Air Conditioner"

Annexure-A

To,

**General Manager (Admin),
Corporate Office, Sector-24
Plot No-47, Atal Nagar,
NAVA RAIPUR (C.G) 492018**

Sir,

Rate Contract for Supply and Installation of Air Conditioner

With reference to your letter CGB/CO/INFRA/15/2026-27 Dated 09.04.2026

We submit necessary information herewith

1. Name & address of the Company:

(With direct phone numbers)

2. Name of Head/Chief of the company:

3. Email Address:

4. Income Tax PAN:

5. GSTIN:

6. Reference of others Department/Organization where supply have been made with contact number, name and supply order details:

DECLARATION

1. I/We hereby declare that the terms and conditions of the offer stated herein and as may be modified/mutually agreed upon are acceptable and binding to me/us.
2. We assure to comply with specification. Parts will be original, no duplicate or old/used parts will be supplied.
3. We undertake to give a service commitment along with availability of spare parts for at least ten years.
4. We undertake that Air Conditioner will be installed at respective sites/branches. Proper service/support center(s) will be provided by our qualified service engineers and necessary service/support will be available in close proximity to the branches.
5. List of Service center details in Chhattisgarh state should also be attached with tender documents.



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6. Complaints of repairing / fault will be solved within 48 hours of receipt from branches/offices. This lead time for making the faulty system (Air Conditioners) operational will include travel time of service personnel.
7. Company should replace/repair the Air Conditioners parts during warranty period without any cost to the bank.

For, -----

(Signature of authorized Signatory)

Name –

Designation –

Place –

Date

Company Stamp

Mobile No. –

Email-

List of Documents Attached –

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. Service Center Details (existing)



"Tender: Rate Contract for Supply & Installation of Air Conditioner"



छत्तीसगढ़ ग्रामीण बैंक
CHHATTISGARH GRAMIN BANK
(Scheduled Bank Owned by Government)

Chhattisgarh Gramin Bank
Plot No. 47, Sector-24
Atal Nagar, Nava Raipur
Raipur, Chhattisgarh, Pin - 492018
e-Mail: infra.ho@cgb.bank.in

TECHNICAL BID

RFP REFERENCE NO: Tender No. : CGB/CO/INFRA/007/2026-27 Date: 09.04.2026

**TENDER DOCUMENT FOR RATE CONTRACT FOR SUPPLY & INSTALLATION OF AIR-
CONDITIONERS FOR BRANCHES & PREMISES OF CHHATTISGARH GRAMIN BANK
ON A CHHATTISGARH STATE BASIS**



"Tender: Rate Contract for Supply & Installation of Air Conditioner"

1. NOTICE INVITING TENDER

SUBJECT: TENDER DOCUMENT FOR "RATE CONTRACT FOR SUPPLY & INSTALLATION OF AIR-CONDITIONERS FOR BRANCHES & OFFICES OF CHHATTISGARH GRAMIN BANK ON CHHATTISGARH STATE BASIS"

CHHATTISGARH GRAMIN BANK invites Sealed tenders in two parts, (I-Technical Bid and II- Price Bid) for captioned subject from Manufacturer, Authorized Dealer and Distributor of Air-conditioning System {Voltas/ Blue Star/ Carrier / Hitachi (or equivalent reputed OEM make), as per schedule of work and General Terms & Conditions:

1.1. DATE OF ISSUE: 09.04.2026

1.2. DATE OF SUBMISSION: 21.04.2026 (02:00 PM)

1.3. TENDER FEES: NIL

1.4. EARNEST MONEY DEPOSIT:

₹ 1,00,000/- (Rupees One Lakh Only) to be paid in the form of Demand Draft/ PO favoring 'General Manager (Admin), Chhattisgarh Gramin Bank" payable at Raipur. No interest shall be payable on the EMD under any circumstances. EMD shall be waived off to MSME vendors registered in appropriate category only. The EMD shall be returned for non-qualified bidders. The EMD of successful bidder shall be returned after submission of Performance Security Deposit in form of FD/ PBG.

1.5. PERFORMANCE SECURITY DEPOSIT (PSD):

The successful bidder to whom the work is awarded shall submit a Performance Security Deposit (PSD) of ₹ 3,00,000/- (Rupees Three Lakh Only) within 7 days from the date of issuance of the Work Order, in the form of a Fixed Deposit or Performance Bank Guarantee. No interest shall be payable on the Performance Security Deposit (PSD) under any circumstances. The said PSD shall be forfeited as a compensation for major loss resulting from the failure to perform the obligations under the contract (viz. Poor quality of materials and services/ Poor workmanship /successive delays etc.) or in the event of termination of the contract due to aforesaid reasons. The Bank shall issue a notice to Bidder/ OEM for each major failure to comply with the contractual terms. Upon issuance of such notice, continued non-compliance shall result in forfeiture of the entire Performance Security Deposit (PSD) and termination of the contract.

1.6. TIME PERIOD OF SUPPLY & INSTALLATION:

The successful bidder shall ensure supply & installation of Air conditioners within 05 Calendar days from date of placing purchase order. In case of remote areas additional 05 days may be given for work completion.

1.7. CONTRACT PERIOD:

The contract shall remain valid for a period of 01 (One) year from the date of issuance of the Work Order/ Rate Contract Letter. The contract may be extended for an additional period of up to 01 (One) year on the same rates and terms, subject to mutual agreement between both parties and satisfactory performance during the initial contract period.



"Tender: Rate Contract for Supply & Installation of Air Conditioner"

1.8 ADDRESS:

General Manager (Admin)
Chhattisgarh Gramin Bank
Plot No. 47, Sector-24, Atal Nagar, Nava Raipur
Raipur, Chhattisgarh, 492018
e-Mail: infra.ho@cgb.bank.in

1.9 PAYMENT TERMS:

The payments shall be made as per the following terms and conditions:

- A. 100% of the value of the work, which includes supply, installation, testing, and commissioning of air-conditioners only, shall be paid by the respective branch/office within 30 working days after successful delivery and installation of the air-conditioners at the concerned branch/office.
- B. The date of completion of work shall be taken as the starting point for calculating the Defect Liability Period of one (01) year.
- C. All payments to the Successful Bidder shall be subject to satisfactory performance and delivery of services to the satisfaction of Chhattisgarh Gramin Bank.

1.10 Brief Scope of Work:

- A. Supply, installation, testing & commissioning of high wall/ Cassette air conditioners as per the terms & conditions & defined location of the Bank.
- B. The Air conditioners shall be with 100% Copper Compressor & not more than 06 months old manufacture.
- C. The Work order for installation of Air conditioners shall be provided by the Corporate Office/ Regional Office separately. The Bidder shall then take up the installation & ensure the work is completed within 05 days & In case of remote areas within 10 days.
- D. The rate contract shall be for Chhattisgarh State. The scope shall be Region Wise and there may be increase/ decrease in number as per Bank's Policy.

1.11 Guarantees/ warranty:

- A. The Bidder shall provide a comprehensive guarantee for all supplied systems, equipment, and materials against any faulty design, defective materials, poor workmanship, breakdowns, under-performance, or the need for rework/ replacement for a period of one (01) year Comprehensive. This guarantee shall cover all components, including electronic and non-electronic parts. Any replacement or repair required during the one-year warranty period shall be carried out by the Bidder at no additional cost to the Bank. Every air-conditioning unit supplied and installed shall carry a comprehensive one-year warranty from the date of installation. The compressor of each AC unit shall carry a minimum replacement warranty of ten (10) years for units installed at branches, ATMs, and offices. The Bidder shall provide the necessary warranty/guarantee documents to the respective Branch, Regional Office and Corporate Office.



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- B. The Technical Specifications of the Air conditioners shall not change down work during the course of the tender including revision of star ratings by the Bureau of Energy Efficiency. In case of revision in star rating the technical specifications of the offered air-conditioners shall have cooling capacity (+/- 5%) the air conditioners at the time of the work order.

1.12 The various ways through which the bidders can execute the work, are as under: -

- A. The bidder can execute the work directly and the billing shall be done by the bidder only to the respective branch/ office which has issued the purchase order. The overall responsibility along with the quality and terms and conditions of the tender lies with the bidder (OEM). OR
- B. The bidder can authorize channel partners on case-to-case basis for individual Work Order. The Work Order shall be issued to the bidder who in turn shall assign the works to any channel partner to execute the works on behalf of the bidder. The billing shall be done by the authorize channel partners to the respective Branch/ Office/ Regional Office/ Corporate Office of the Bank. However, the overall responsibility along with the quality and terms and conditions of the tender lies with the Bidder. Bidder shall spare a dedicated relationship manager for Chhattisgarh Gramin Bank for receiving each work order and processing and delegating to the respective channel partner or dealer and shall ensure all timely deliveries including installation of Air-conditioning system & submit MIS report on all work orders on fortnightly basis to Head Office.
- C. In each of the above cases the Bidder has to spare a separate relationship manager for the Bank for all the coordination.

- 1.13** It may be noted that the date of Opening of Price Bids of those bidders who have submitted unconditional tenders and those pre-qualify the criteria as stipulated in the tender will be intimated separately. Otherwise in case of any of the condition put-forth by any of the bidding agency, the bidder shall be asked to withdraw the condition or otherwise the particular tenderer shall be disqualified, and price bids of remaining tenderers shall be opened on the same day. The sealed price bid will be return back to those bidders who are technically disqualified. Bidder shall sign all pages of tender document including Annexure and shall sign & stamp where specific mention place is required.

The sealed tender in the prescribed tender form in two separate envelopes as follows should be addressed to General Manager (Admin), Chhattisgarh Gramin Bank, Corporate Office, Sector-24, Plot No-47, Atal Nagar, Nava Raipur (C.G) 492018 and subscribed TENDER DOCUMENT FOR "RATE CONTRACT FOR SUPPLY & INSTALLATION OF AIR-CONDITIONERS FOR BRANCHES & OFFICES PREMISES OF CHHATTISGARH GRAMIN BANK ON A CHHATTISGARH STATE BASIS."

Envelope No.1: To contain Covering Letter, Tender document, Earnest Money Deposit and all required related documents as mentioned.

Envelope No.2: To contain only the Price Bid of tender.



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Notes : Envelope Nos. 1 & 2 will be opened on the different dates. Separate intimation of date for opening of price bid will be made to only pre- qualified bidders. The sealed price bids of disqualified bidders will be returned by post or can be collected by-hand.

Bidder will have to quote for all the sections included in the tender documents. Chhattisgarh Gramin Bank reserves the right to accept or reject any tender either in whole, or in part without assigning any reasons for doing so and do not bind themselves to accept the lowest or any tender.

Bidder shall enclose a copy of Power of Attorney or Board resolution for the authority imparted for filling & signing tender document, quoting rates in the Price bids and any communication related to the tender process. The aforesaid document shall be enclosed with Technical Bid document.

The Chhattisgarh Gramin Bank also reserves the right to negotiate on rates or partly accept any or all the tenders received without assigning any reason thereof. Tenders, which do not fulfill all or any of the above condition and conditions mentioned in the tender documents or are incomplete in any respect, are liable to be rejected. Any discrepancies, omissions, ambiguities in the tender documents for any doubts as to their meaning should be reported in email to infra.ho@cgb.bank.in. And if any such aforesaid discrepancies, omissions, ambiguities in the tender documents are accepted than necessary corrigendum will be issue accordingly. All other terms & conditions are detailed in the tender documents.

Thanking you,

Yours faithfully,

General Manager (Admin),
Chhattisgarh Gramin Bank
Corporate Office, Sector-24,
Plot No-47, Atal Nagar,
Nava Raipur (C.G) 492018



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2. GENERAL TERMS AND CONDITIONS

2.1 Blacklisting of OEM:

During Bidding Process: Bidders has to provide genuine and correct information while filling tender document. Any document which are attached with this tender shall be genuine and shall be self-attested. If during scrutiny of Bids or during due diligence any incorrect/ wrong/ fake /forged / spurious document or information is found, then Bank will put the respective bidders in Blacklist.

2.2 After Award of Work: If any information/ document submitted by the successful BIDDERS is found incorrect/ wrong/ fake/ forged / spurious, then Bank shall terminate the contract and Blacklist BIDDERS for 02 years. Further Bank will forfeit the Performance Security Deposit/ EMD. All the action in the aforesaid matter will be at the discretion of Bank. Also, if BIDDERS leaves the assigned work before completion of project without proper justification and approval from Bank, then Bank may initiate the process of Blacklisting as mentioned above & forfeit the Performance Security Deposit/EMD. The reasons for foreclosure shall be justifiable/acceptable to the Bank.

2.3 Non-Disclosure Agreement:

It is hereby agreed that BIDDERS in this agreement hereby agree as follows.

- A. BIDDERS shall hold all information about this Agreement as well as tender document and / or information gathered about the Bank through this process in strict confidence with the same degree of care with which BIDDERS protects its own confidential and proprietary information. BIDDERS shall restrict disclosure of the information solely to its employees, agents on a need-to-know basis advise those persons of their obligations hereunder with respect to such Information.
- B. To use the information only as needed for the purpose solely related for the purpose of this Agreement.
- C. Except for the purpose of execution of this Agreement, not disclose or otherwise provide such information or knowingly allow anyone else to disclose or otherwise provide such information.

Any information considered sensitive must be protected by BIDDERS from unauthorized discloser or access.

2.4 Accident of Injury to Workmen:

The Bank shall not be liable for or in respect of any damages or compensation payable at law in respect or in consequence of any accident or injury to any workmen or other person in the employment of BIDDERS.

2.5 Dispute Resolution & Jurisdiction:

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 Raipur, Chhattisgarh State, India only. Law of India will be applicable for dispute resolution. The Courts in RAIPUR shall have exclusive jurisdiction over such arbitration proceedings. The rights and obligations of the Parties under, or pursuant to,



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this Clause, including the arbitration agreement in this Clause, shall be governed by and subject to Indian law.

2.6 Price Variation/ Escalation:

The contract rates shall be firm and shall not be subject to fluctuation in the cost of materials, labour, transport, rate of exchange, taxation & introduction of any new taxes, duties, levies etc. whatsoever till completion of contract period.

2.7 Local laws, Acts, Regulations:

The OEM shall strictly adhere to all preventing labour laws inclusive of contract labour (regulation and abolition) act of 1970 and other safety regulations, premium payments and shall abide with all the terms & conditions of the said Acts.

2.8 Guarantee / Warrantee:

All required guarantees and warranty certificates from the OEMs for all materials and equipment used in the execution of the works shall be submitted in original to the Bank upon completion of the respective items of work.

2.9 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.

2.10 Corrupt Practices:

No representative of the Bank or any one directly or indirectly involved in this Works shall be offered by OEM or any of his Sub OEM, directly or indirectly, any benefit, fee, commission, dividend, gift or consideration of any kind in connection with the services and will not at any time offer gratuities or merchandise cash services or other inducement. OEM is aware of and familiar with the existence, provisions and purposes of the Anti-Bribery laws described below: The prevention of corruption Act of 1998 (Indian Law) of the Indian penal code and the Foreign contribution (Regulation) Act of India (1976).

2.11 The following documents are to be submitted in original after tender process and by qualified bidders the format will be provided to separately to qualified bidder

ANNEXURE-F: Bid Security Declaration

ANNEXURE-G: Declaration for Compliance

ANNEXURE-H: Confidentiality / Non-Disclosure Agreement

ANNEXURE-I: Format for Performance Bank Guarantee

ANNEXURE-J: Pre-Contract Integrity Pact (To be stamped as per agreement)



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3. ELIGIBILITY CRITERIA:

Only those BIDDERS fulfilling the following criteria should respond to the tender document. Offers received from the BIDDERS who do not fulfil any of the following eligibility criteria or not submitting any of the documents are liable to be rejected. No tenders shall be accepted after the stipulated date and time. Bank reserves the right to accept or reject the entire quotation, without assigning any reason thereof at any stage. Necessary documents should be attached with offer /quotation.

- 3.1 Bidder should have successfully executed similar work in at least one public sector bank during last three years.
- 3.2 For the purpose of eligibility and evaluation, the period of the last three years shall be calculated backward from the last date of submission of the tender.
- 3.3 BIDDERS should not have been blacklisted by any PSU Bank or enterprise /Private Bank/NBFC/Co-operative Bank/Govt. department during last 03 years. A written undertaking has to be given by the bidder on their letter head.
- 3.4 Only those BIDDERS that have been in establishment for a minimum period of Three (3) years as of the tender closing date shall be considered eligible. Similar Work shall mean Supply, Installation, testing & commissioning of High Wall/Windows/Cassette type Air conditioners. The Completion Certificate pertaining to irrelevant works will not be considered. Works other than aforesaid mentioned will not be considered for qualification.
- 3.5 Completion Certificate: Bidder shall submit the completion certificate along with work order mentioning the scope of part/ full related to Air-conditioners. No completion certificate from any Bidder will be considered. Only Work Order document will not be considered as a proof of completion of Work.

4. ADDITIONAL IMPORTANT TERMS & CONDITIONS OF THE TENDER

4.1 MATERIAL ADVANCE:

No material advance would be paid for any of the items.

4.2 VARIATIONS / DEVIATIONS:

No variation, including additions, omissions, or substitutions, shall in any manner vitiate or invalidate the contract

4.3 ESCALATION:

No escalation in any of the individual item rates/ total contract value is permitted against delay of any sort.

4.4 ABNORMAL RATES:

OEM is expected to quote rate for each item after careful analysis of costs involved for the performance of the complete item consisting all specifications and conditions of the contract. If it is noticed that the rates quoted by the tenderer for any items are unusually high (or) unusually low it will be sufficient cause for rejection of the tender



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unless the Bank is convinced about the reasonableness of the rate on scrutiny of the analysis for such rate to be furnished by the tenderer on demand.

4.5 INSTALLATION GUIDELINES:

- i. The scope includes supply, installation, testing & commissioning of fully charge or (top up as per site requirement) of High wall Split/ Cassette AC units (As per technical specification as per Annexure- C & D) complete with indoor & outdoor units with 13 mm nitrile rubber insulation ,heavy duty UPVC drain pipe & ISI mark interconnected control cable (2.5 sqmm or suitable size) from indoor to outdoor units in one length without any connector, suitable size of heavy duty MS stand for outdoor unit, suitable size heavy duty PVC channel (for covering of copper pipe, cable & drain pipe) complete as required and as per standard specifications of original manufacturer, meet out the above technical requirement including breaking of wall/ Ceiling and repairing after competition of each work.
- ii. **CORE CUT:** Core cut hole shall be carried out at the site as per the site requirement. Ensure marking of core cut is in line of existing cut out at the floor above or below to have vertical alignment. If more than one Core cut is required, required spacing shall be provided. Centre of core cut to be drilled with drill machine to receive core bit of machine. This will avoid displacement of core machine bit. The Core cut Machine will be Fixed to Slab using Machine Clamp and anchor Fastener. Check that machine is firmed enough not to be displaced from its location. Check the electrical supply and run the machine with minimal force. Maintain proper gaps between adjacent core cuts to allow pipe jointing in future. Upon completion of the core cut, protect the Core cut hole using the ply piece.
- iii. **CONCEALING INSIDE WALL/ PARTITIONS/ GROUND/ CEILING:** Bidder shall give due notice to the Employer whenever any work like opening for the earth pits, underground laying of cables, concealing the conduit piping, cabling or any work is to be concealed in the wall/ false ceiling/ partitions or finished up or otherwise becoming inaccessible later on, in order that the work may be inspected and correct dimensions taken before concealing. If Bidder has concealed the items without informing Bank, the same shall be opened up for measurement and made good to the original finishing at Bidder's expenses. If Bidder refuses to do so, then the same will not be considered for measurement and no payment may be made for such materials.
- iv. **REFRIGERANT PIPING:** All refrigerant lines shall be of copper tubes of size prescribed by the Manufacturer of the air conditioners. The refrigerant lines shall be insulated using 12mm thick nitrile rubber sleeve and taping the same using 12.5 mm wide Teflon tape. The refrigerant line with insulation sleeve and Teflon taping shall be clamped at every 1 metre length and both sides of bends irrespective of length. The copper pipes shall be laid in a standard manner horizontally and vertically with 90 degree bends. The refrigerant and drain water lines of cassette air conditioners inside the branch shall be taken through 4 inch dia, 4kg/Sq.Cm plumbing grade PVC pipes which is supported at every 1.5 Metre using threaded rods (minimum 8 mm dia). The PVC pipe has to be laid up to the outside wall finished level only and to be plastered neatly with a small hole for seepage of leaked water to outside of the building.



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- v. **DRAIN PIPING:** Separate drain water line of UPVC grade shall be provided for each Air conditioners. Drain water line of two or more air conditioners shall not be combined unless there is sufficient limitations at site to provide separate drain water lines. All drain water lines shall be using 25 mm dia, 4Kg/Sq.cm plumbing grade PVC pipes and shall be insulated using 12.5 mm Nitrile rubber insulation. The pipe shall be brought to 1 feet above ground level and shall be clamped at 75 cm intervals using GI clamps.
- vi. **WALL OPENINGS:** All wall openings made for the installation of air conditioners shall be closed from both sides of the wall using white cement and to be finished neatly.
- vii. **OUTDOOR UNITS:** Outdoor units of all air conditioners shall be mounted on wall using powder coated metallic stand with anti-vibration rubber pads and SS Nuts, Bolts & Washer.
- viii. Bidder shall not execute any extra work other than the Bank's written instruction. No works, for which rates are not specifically mentioned in the price bid, shall be taken up without written permission of the Bank.
- ix. **INDOOR UNITS:** All indoor units of Split Air conditioners shall be mounted on wall using its metallic back support plate. The connecting power cable shall be 3 core of appropriate size. Required 16A/20A 3 Pin plug tops shall be provided by the Bidder. The extra length of connecting cord wire shall be neatly tied using cable tie. All cassette AC indoor units shall be suspended from ceiling using 4 nos. GI threaded rods with lock nuts and to be aligned neatly with the false ceiling without any gaps around the bottom grill. The tile cutting and shaping of false ceiling for installation of cassette AC indoor unit shall be carried out by the bidder. Final finishing after installation of the AC shall be completed by the bidder. No separate staff or additional charges shall be borne by the bank for this work.

4.6 COMPLETENESS OF WORK:

- i. The installation will be deemed as incomplete if any component of the Air conditioner or any documentation (such as warranty cards etc.) is not delivered or is delivered but not installed and/ or not operational or not commissioned or not acceptable to Chhattisgarh Gramin Bank after acceptance testing/ examination.
- ii. In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire site will be accepted after complete commissioning of the equipment (AC) and satisfactory working within 05 Calendar days from date of placing purchase order. In case of remote areas additional 05 days may be given for work completion.
- iii. In case of any work left incomplete/ unattended by Bidder for continuous period of 15 days, bank has to commission the re procurement process for the incomplete works, Bidder shall be liable to indemnify the Bank for all costs including the re procurement costs. The above-mentioned specifications are of minimum requirement. However, the Bidder who are having equivalent or higher specification can quote considering Bank's minimum specification.



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5. AMC Charges:

AMC contract will be executed after completion of 1 years warranty and it's abide to vendor to provide AMC services in the rates mentioned in the quotation.

6. SERVICE SUPPORT INFRASTRUCTURE:

- a) The vendor should guarantee continued service in the form of Warranty for a period of at least 12 Months. The following matrix of SLA needs to be adhered with financial penalties.

Sl. No.	Description	Response (during office hours)	Penalty
1	Call response and ticket number generation	30 minutes	
2	Call resolution time including Part replacement	0-48 hours Above 48 hours	No penalty Rs. 500/-per day

- b) The penalty amount will be subject to a maximum of 15% of the order value for the period of warranty.
- c) Guaranteed uptime of 98% and availability of services/support shall be ensured by vendor.
- d) Vendor will have to give an undertaking that a proper service/support centre will be set-up in close proximity to our branches.
- e) Complaints of repairing/fault will have to be solved within 24-48 hours of receipt. This lead-time for making the faulty system operational will include travel time of service personnel.
- f) The Vendors who have their permanent office and more Local Service Centre in the state of Chhattisgarh will be preferred.
7. If, in the opinion of the Bank, L-1 vendor is not in a position to deliver the entire order quantity in the prescribed time frame the bank will be free to divide the order among L-1, L-2 and L- 3 vendors in a proportion, the bank considers necessary, subject to L-2/L-3 vendors matching L-1 prices. If other vendor also agrees to supply at L-1 rate, in that case more than 1 vendor can be ordered/contracted by the Bank for the supply of Air Conditioners in region / area specific.

ACCEPTED THE ABOVE TERMS & CONDITIONS

(Signature of authorized Signatory)

Name –

Designation –

Place - Company Stamp



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ANNEXURE- B

S. No	Criteria	Documents Required			
B	Company/Bidder Profile				
1	Name of the Bidders/Firm Company				
2	Constitution				
3	Date of Establishment/Incorporation				
4	Address Registered Office Corporate Office				
5	E-mail Address Website Telephone Number Mobile number				
6	The Bidder should have GST & PAN Registration Number				
7	Is your annual sales turnover Rs. 25.00 Lakh or higher in each of the last 3 financial years	Latest CA's Certificate and Audited Balance sheets and Profit & Loss statements of last 3 financial years mentioning the turnover			
		Turnover (Cr)	FY 2022-23	FY 2023-24	FY 2024-25
		Gross			
		Net			
8	Are you a profitable organization in India having profit in each of the last 3 financial years	Latest CA Certificates indication quantum of profit in each of the last 3 financial years along with Audited Balance sheets and Profit & Loss Statements of last three years.			



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9	Have you ever been blacklisted/ barred by any PSU Bank/ Private Bank/ NBFC/ Cooperative Bank/ PSU Enterprises/ Government departments in last 3 years	A written undertaking has to be given by the bidder as per Annexure H
10	EMD for Rs.100000/-	
11	Service Net Work (Number of Service centers in Operational Area of Chhattisgarh)	
12	Experience in Similar Field	Minimum 3 Years (Enclose supporting documents)
Signature of the Authorized Signatory with date & seal		



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ANNEXURE- C

Technical Specification for Air Conditioners (Inverter Split) 1.0Ton/1.5Ton / 2Ton

Sl. No.	Element	Details	Compliance Yes / No
1	Coil Type	Copper Condenser Coil	
2	Star Rating	Three	
3	Compressor Type	Rotary Compressor	
4	Cooling Effect	Turbo Cooling Facility	
5	Remote Control	Wireless with LCD Display (Night Glow Buttons)	
6	Functions Modes	Auto/Cool/Fan/Dry - shall have power saving mode, temperature setting option should be available	
7	Air Flow & Filter Features	Auto Air Swing, Anti Bacteria Filter, Dust Proof Filter	
8	Fan Speed	3Steps	
9	Power Input	230V/Single Phase	
10	Power Requirement	AC 230V,50Hz	
11	Noise Level	IDU Noise up to 50Db and ODU Noise up to 65dB	
12	Some Other Functions	Quiet Mode, Sleep Mode, Auto Restart and Timer	
13	Acceptance Criteria	Inverter Split AC should be ISI Mark	
14	Bidder Qualification Criteria	Quotations will be accepted only from original item manufacturers or their authorized representatives in India	
15	Warranty	One Year Comprehensive Warranty on Product and Minimum 5 Years Warranty on Compressor	

(Seal & Signature of authorized Signatory)



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ANNEXURE- D

Technical Specification for Cassette Air Conditioners 2.0 Ton

Sl. No.	Element	Details	Compliance Yes / No
1	Coil Type	Copper Condenser Coil	
2	Star Rating	Two/Three	
3	Cooling Capacity	Minimum 6000w	
4	Compressor Type	Rotary Compressor	
5	Cooling Effect	Turbo Cooling Facility	
6	Remote Control	Wireless with LCD Display (Night Glow Buttons)	
7	Functions Modes	Auto/Cool/Fan/Dry - shall have power saving mode, temperature setting option should be available	
8	Air flow	8Way Airflow	
9	Filter Features	Auto Air Swing, Anti Bacteria Filter, Dust Proof Filter	
10	Fan Speed	3Steps	
11	Power Input	230V/Single Phase	
12	Power Requirement	AC 230V,50Hz	
13	Noise Level	IDU Noise up to 50Db and ODU Noise up to 65dB	
14	Some Other Functions	Quiet Mode, Sleep Mode, Auto Restart and Timer	
15	Acceptance Criteria	Inverter Split AC should be ISI Mark	
16	Bidder Qualification Criteria	Quotations will be accepted only from Original item manufacturers or their authorized representatives in India	
17	Warranty	One Year Comprehensive Warranty on Product and Minimum 5 Years Warranty on Compressor	

(Seal & Signature of authorized Signatory)



"Tender: Rate Contract for Supply & Installation of Air Conditioner"



छत्तीसगढ़ ग्रामीण बैंक

CHHATTISGARH GRAMIN BANK

(Scheduled Bank Owned by Government)

Chhattisgarh Gramin Bank
Plot No. 47, Sector-24
Atal Nagar, Nava Raipur
Raipur, Chhattisgarh, Pin - 492018
e-Mail: infra.ho@cgb.bank.in

FINANCIAL BID

RFP REFERENCE NO: CGB/CO/INFRA/007/2026-27 DATED: 09.04.2026

TENDER DOCUMENT FOR RATE CONTRACT FOR SUPPLY & INSTALLATION OF AIR-
CONDITIONERS FOR BRANCHES & OFFICE PREMISES OF CHHATTISGARH GRAMIN
BANK ON A CHHATTISGARH STATE BASIS



"Tender: Rate Contract for Supply & Installation of Air Conditioner"

PRICE BID: RATE CONTRACT FOR SUPPLY & INSTALLATION OF AIR-CONDITIONERS FOR BRANCHES & OFFICE PREMISES OF CHHATTISGARH GRAMIN BANK ON A CHHATTISGARH STATE BASIS.

NOTE:

1. The Price Bid shall cover all clauses of the technical specifications and Detailed scope of work as per the tender.
2. There are two separate price bids. The L-1 bidder for each bid shall be finalized independently based on the quoted rates, and the successful bidder(s) may be the same or different, depending on the lowest quoted price for each bid.
3. All the quoted rates shall be exclusive of GST. GST will be in addition to the rate as applicable.



"Tender: Rate Contract for Supply & Installation of Air Conditioner"

Annexure – E

Financial BID

Sl. No.	Particular	Preferred Brand	Make & Model	Unit	Basic Price In RS. (for Each)	Tax (GST) as per applicable In RS.	Unit Price (Inclusive All) In RS.
1	1.0 Ton Copper coil Inverter Split Air Conditioner	3 Star power rated (1 year warranty on whole machine and Minimum 5-year warranty on compressor) Voltas, Carrier, Blue Star & any other reputed brand		No			
2	1.5 Ton Copper coil Inverter Split Air Conditioner			No			
3	2.0 Ton Copper coil Inverter Split Air Conditioner			No			
4	2.0 Ton Copper coil Inverter Split Cassette Air Conditioner	2/3 Star power rated (1 year warranty on whole machine and Minimum 5-year warranty on compressor)		No			
5	Installation Charges 1.0/1.5/2.0 Ton AC			No			
6	Installation Charges for 2.0 Ton Cassette AC			No			
7	Outdoor Stand (Powder coated)			No			
8	Price of Extra Copper Pipe (IS5814)			Ft			
9	Price of Extra Electric Cable (IS)			Ft			
10	Price of Drain Pipe			Ft			
11	Jhiri Cutting & Cement along with putty/ white cement apply thereon			Per ft			

- The above prices are inclusive of all i.e. F.O.R. destination (any of our office in the state of CG) all Expenses, Levies, Transport, Transit Insurance, Loading-Unloading, contingent costs etc.
- The bidder shall provide, free of cost copper piping, electrical wiring, and drain piping with each AC unit, strictly as per OEM standards/policy. (This information will be provided by bidder on own letter head)
- Note - All Wiring should be done underground at respective site. The L-1 Vendor will decide as per base price only.

(Seal & Signature of authorized Signatory)



"Tender: Rate Contract for Supply & Installation of Air Conditioner"

Annexure – F

**PRICE FOR BUY BACK OF OLD AIR CONDITIONER (ANY BRAND)
AND AMC CHARGES FOR NEW AC**

Sl no.	Particular	Unit	Basic Price In RS. (for Each)	Tax (GST) as per applicable In RS.	Unit Price (Inclusive All) In RS.
1	1.0 Ton Window AC	No			
2	1.0 Ton Split AC	No			
3	1.5 Ton Split AC	No			
4	2.0 Ton Split AC	No			
5	1.0 Ton Inverter Split AC	No			
6	1.5 Ton Inverter Split AC	No			
7	2.0 Ton Inverter Split AC	No			

Note - The H-1 Vendor will decide as per base price only.

AMC CHARGES AFTER COMPLETION OF ONE YEAR WARRANTY PERIOD					
Sl no.	Particular	Unit	Basic Price In RS. (for Each)	Tax (GST) as per applicable In RS.	Unit Price (Inclusive All) In RS.
1	1.0 Ton Split AC	No			
2	1.5 Ton Split AC	No			
3	2.0 Ton Split AC	No			
4	1.0 Ton Inverter Split AC	No			
5	1.5 Ton Inverter Split AC	No			
6	2.0 Ton Inverter Split AC	No			
7	2.0 Ton Inverter Split Cassette AC	No			

The above prices are inclusive of all i.e. F.O.R. destination (any of our office in the state of CG) all Expenses, Levies, Transport, Loading-Unloading, contingent costs etc.

(Seal & Signature of authorized Signatory)



"Tender: Rate Contract for Supply & Installation of Air Conditioner"

Annexure - G

(On Company/Firm Letter Head)

UNDERTAKING OF NON BLACKLISTING

We hereby irrevocably undertake that our firm or company or associate or sister concerns is/are not blacklisted by any of the Government Departments / RBI / Public Sector Banks / Private Bank during the last three years as on the date of submission of this application.

(Authorized Signatory)

Name:

Designation:

Seal & Signature of Bidder



"Tender: Rate Contract for Supply & Installation of Air Conditioner"

Annexure – H

Escalation Matrix and Service Engineer Details

(This letter should be on letter head of bidder duly signed and stamped by authorized signatory)

General Manager (Admin)
Chhattisgarh Gramin Bank
Plot No. 47, Sector-24
Atal Nagar, Nava Raipur
Raipur, Chhattisgarh
Pin - 492018
Dear Sir,

Subject: Rate Contract for Supply & Installation of Air Conditioner at various Branches/ Offices of CGB

Escalation Matrix:

Escalation Level	1st Level	2nd Level	3rd Level
Employee Name			
Designation			
Contact No.			
Email ID			
Address			

Details of Service Engineers

Employee Name	Employee No.	Contact No.	Qualification	Experience (Years)	Specialization

Place:

Date:

Seal & Signature of the bidder



"Tender: Rate Contract for Supply & Installation of Air Conditioner"

---End---



