ICMARD

THE INSTITUTE OF CO-OPERATIVE MANAGEMENT FOR AGRICULTURE & RURAL DEVELOPMENT

Training Institute of The WBSCARD Bank Ltd.

Website: www.icmard.org
Block-14/2, C.I.T Scheme-VIII (M), Ultadanga, Kolkata-700067
Ph-033-23565522 (Principal)/23566522 (EPBX) ● Email: icmard.kol@gmail.com & icmard.training@gmail.com

Memo No.: 2186/Admn./26-27/1067 October 22, 2026

NOTICE INVITING QUOTATION

Sealed quotations are invited by The Institute of Co-Operative Management for Agriculture & Rural Development (ICMARD), a Training Institute of The WBSCARD Bank Ltd., from the **Original Equipment Manufacturer (OEM)** or **its Authorized Agencies / Service Providers** for the Comprehensive Annual Maintenance Contract (CAMC) of the 02 (Two) OTIS Elevator Company (India) Ltd. make Passenger Elevators installed at its G+9 Storied Building, located at Block – 14/2, CIT Scheme – VIII (M), Ultadanga, Kolkata – 700 067.

1. Name of the Work:

Comprehensive Annual Maintenance Contract (CAMC) for 02 (Two) Nos. OTIS Elevator Company (India) Ltd. make [Machine No. – G005281 & G005282] Microprocessor-Based, VVVF Drive Controlled, 8-Person (544 kg) Passenger Elevators, equipped with Automatic Rescue Device (ARD) for Power Failures, installed at G+9 Storied ICMARD Building, Block-14/2, CIT Scheme-VIII(M), Ultadanga, Kolkata-700067.

2. Scope of Work (Comprehensive AMC):

- **Routine Servicing:** Systematic monthly Preventive Maintenance including cleaning, lubrication, adjustment, and diagnostic testing of all electrical, electronics and mechanical components which includes maintenance, servicing and cleaning of the following: -
  a) Machine Room
  b) Controllers
  c) Machines
  d) Automatic Rescue Devices (ARDs)
  e) Governors
  f) Ropes / Belts
  g) Door Operators
  h) Car equipment
  i) Hoistway equipment
  j) Hall Fixtures
  k) Locks
  l) Entrances
  m) Fireman Switch
  n) Pit equipment, etc.
- **Breakdown Service:** Promptly attending to unlimited breakdown calls during with an expedited response for emergency passenger rescue operations.
- **Parts Replacement:** Repair or complete replacement of defective parts due to normal wear and tear, including but not limited to the VVVF Drive, Main Logic Control Boards (PCBs), Traction Motor, Suspension Ropes/Belts, Door Operators, Sensors, Safety Gear, and Cabin Fixtures at no extra cost to ICMARD.
- **Genuine Spares:** Only **original OTIS Elevator Company (India) Ltd. - certified Spare Parts and Proprietary Software Diagnostic Tools** to be used to maintain system integrity, safety and operational parameters.
- **Statutory Compliance:** The Agency shall extend all sorts of assistance to ICMARD for timely renewal of the Lift Licenses of both the Elevators as per the West Bengal Lifts, Escalators and Passenger Conveyors Act.

3. Eligibility Criteria for Bidders:

- The Bidder **must** be the OEM (OTIS Elevator Company (India) Ltd.) or an Authorized Service Provider of OTIS Elevator Company (India) Ltd.

- The Bidder must possess a valid Electrical Contractor License and valid Certificate of Registration for Lift Maintenance issued by the Chief Electrical Inspector, Govt. of West Bengal.
- The Bidder must submit self-attested copies of **OEM Certificate**, valid **Trade License**, **PAN**, **GST Registration Certificate** and **IT Return Acknowledgement** for consecutive 03 (Three) Financial Years.
- The Bidder should submit credentials reflecting prior experience in maintaining similar Microprocessor-Based VVVF Controlled OTIS Elevator Company (India) Ltd. make Elevators installed at the Government / Semi-Government / Quasi-Government / reputed Institutional Buildings.

4. General Terms and Conditions:

- **Contract Period:** The Comprehensive Annual Maintenance Contract (CAMC) for both the Elevators shall be valid for a period of 01 (One) year, which would have the scope for renewal in case of extending satisfactory services during the period of CAMC.
- **Payment Terms: Against extending Satisfactory Services**, payment shall be released on a quarterly/half-yearly/yearly basis at the end of each respective period, upon submission of the original Invoice along with satisfactory monthly Service Reports jointly signed by the authorized personnel of the ICMARD and Technical Official of the Head Office.
- **Safety & Liability:** The successful Bidder is solely be responsible for the safety of its workmen and the passengers during maintenance operations. ICMARD shall not be held liable for any accident, injury, or operational hazard occurring due to negligence of the successful Bidder.
- **Right of Acceptance:** ICMARD reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.

5. Service Level Agreement (SLA) & Penalty Clauses:

i. **Routine Maintenance Default:** If the Monthly Preventive Maintenance Service is not carried out within the stipulated calendar month, a **Penalty** of **05% (Five Per Cent)** of the CAMC value will be deducted from the Bill.

ii. **Breakdown Response Time:** The successful Bidder must attend to **normal Breakdown Calls** within **04 (four) hours** of reporting. For **passenger entrapment emergencies**, the response time must be **within 01 (one) hour**.

iii. **Penalty for Delayed Response:** Failure to attend to Breakdown Calls within the specified time as stated above, will attract a **Penalty of Rs. 50/- per hour** of delay, up to a maximum of **10% (Ten Per Cent)** of the **Total Annual Contract Value**.

iv. **Uptime Guarantee:** The successful Bidder must ensure a Minimum Equipment Uptime of 95% per quarter. If the downtime exceeds 5% (approximately 108 hours in a 90-day quarter), a **Penalty** of **Rs. 2,000/-** for every additional 1% (One Per Cent) of downtime will be levied.

v. **Deduction Mechanism:** All calculated Penalties will be directly deducted from the pending / upcoming Bills.

6. Termination of Contract for Non-Performance:

- **Grounds for Termination:** ICMARD reserves the right to terminate the CAMC prematurely, if the successful Bidder demonstrates a consistent failure to adhere to the stipulated Service Level Agreement. Consistent failure is defined as: -
  - Breach of the **95% (Ninety-Five Per Cent)** minimum **Uptime Guarantee** for two consecutive quarters.
  - Failure to attend to emergency passenger entrapment calls within the stipulated 1-hour window as stated under **Clause 6 (ii)** above.
  - Failure to execute the Routine Monthly Preventive Maintenance for more than a month.

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- **Notice of Default:** Prior to termination, ICMARD will issue a formal 15-day written **"Show Cause Notice"** detailing the specific Service Level Agreement breaches and granting the successful Bidder an opportunity to rectify the service deficiencies.
- **Execution and Consequences:** If the successful Bidder fails to submit a satisfactory written explanation or rectify the default within the 15-day notice period, ICMARD may terminate the contract with immediate effect.
- **Legal Recourse:** ICMARD reserves the right to engage an alternative maintenance Agency at the risk and cost of the defaulting successful Bidder and may initiate proceedings to blacklist the successful Bidder from participating in future Tenders of ICMARD and The WBSCARD Bank Ltd.

7. Submission of Tender:

- **Last Date & Time of Submission:** November 10, 2026 up to 17:00 Hours.
- **Address for Submission:** Tender should be submitted at Tender Drop Box, retained at ICMARD, 3rd Floor, ICMARD Building, Block – 14/2, CIT Scheme – VIII (M), Ultadanga, Kolkata-700067.

8. Site Visit:

Interested Bidders can physically inspect the site and the present condition of the Elevators on any working day of the ICMARD between 11:00 AM to 4:00 PM prior to submitting their Bids.

Sd/-

(Brajesh Kumar Singh)
Principal, ICMARD

Memo No.: 2186/Admn./26-27/1067/1(5)

October 22, 2026

Copy forwarded to: -

1) The Managing Director, The WBSCARD Bank Ltd.
2) Sri Suman Bhar, DGM (BDD)-in-Charge of IT, The WBSCARD Bank Ltd. – with a request to upload the NIQ in the Official Website of The WBSCARD Bank Ltd.
3) Sri Sayak Acharjya, AGM (Admn) & FM, ICMARD – with a request to upload the NIQ in the Official Website of ICMARD.
4) Notice Board of Head Office & ICMARD.

22/10/2026

(Brajesh Kumar Singh)
Principal, ICMARD

22/10/26

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(To be submitted in the official Letterhead of the Bidder)

To
The Principal,
ICMARD,
3rd Floor, ICMARD Building,
Block – 14/2, CIT Scheme – VIII (M),
Ultadanga, Kolkata – 700 067

Sub: Financial Quotation for undertaking Comprehensive Annual Maintenance Contract (CAMC) of the 02 (Two) OTIS Elevator Company (India) Ltd. make Passenger Elevators installed at the G+9 Storied ICMARD Building, located at Block – 14/2, CIT Scheme – VIII (M), Ultadanga, Kolkata – 700 067.

Ref: NIQ Memo No.: 2186/Admn./26-27/1067 dated October 22, 2026

Sir,

With reference to the above-mentioned NIQ, we are pleased to offer our lowest rates as per the scope of work: -

Sl. No.	Description of Work	Qty.	Rate (Rs.)	Amount (Rs.)
1	Comprehensive Annual Maintenance Contract (CAMC) of the 02 (Two) OTIS Elevator Company (India) Ltd. make Passenger Elevators installed at the G+9 Storied ICMARD Building, located at Block – 14/2, CIT Scheme – VIII (M), Ultadanga, Kolkata – 700 067	02 Nos.		
2			**Sub-Total (Excluding GST):**	
3			Add: GST @ _____%:	
4			**Grand Total (Inclusive of GST):**	

Total Amount in words (Inclusive of GST):

Rupees_____ **Only.**

Declaration:

I/We hereby declare that we have read, understood, and agreed to all the terms and conditions outlined in the NIQ. The rate quoted above are valid for 90 [Ninety] days from the last date of Bid submission.

Authorized Signatory

(Signature and Company Seal)

Name: _____

Designation: _____

Date: _____

Place: _____