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ROYAL INSURANCE CORPORATION OF BHUTAN LTD.

TERMS OF REFERENCE

A. SCOPE OF SERVICES

1. Royal Insurance Corporation of Bhutan Limited (RICB), a company incorporated under the Companies Act of the Kingdom of Bhutan 2016, having its registered office at Norzin Lam, Building No. 16, Post Box No. 315, Thimphu (hereinafter called the 'institute' or the 'employer'), wishes to receive bids for **Package I: AMC of Precision Air Conditioners** and **Package II: Corrective maintenance for the parts of the diesel generator set, and Supply and Installation of UPS** at RICBL office during the Guarantee Period as per the Bid documents.

Package I:

The maintenance includes preventive maintenance and regular services of the Precision Air conditioners, along with their associated systems, to keep the system in perfect working order and condition at all times during the AMC period. Also, for any unscheduled call for corrective and maintenance services, appropriate steps must be taken in time to ensure the full functioning of the Precision AC system at the quoted price.

Package II:

The agency shall provide the corrective maintenance service for the parts of the diesel generator mentioned in this document at the quoted price, and the agency shall also supply and install the uninterrupted power supply systems (UPS) at any RICBL office at the quoted rate. After testing all the equipment on site, the agency shall hand over the equipment in perfect working condition to the respective focal person of the RICB. The employer (RICB) shall not bear the cost of transportation, services, tax, or any other additional charges except as prescribed in the bid document.

2. The agency shall be entirely responsible for providing efficient and reliable services. The agency shall perform the services as per the terms and conditions contained in this document and shall deploy only trained and qualified professionals in the form and manner described in this document.
3. The agency shall be entirely responsible for ensuring that only persons authorized by the institute are allowed to operate, repair, or maintain the equipment on the premises and that no such equipment, machinery, or any part thereof or any property is removed from the premises except with the written permission of the employer.
4. Both the agency providing services and the employer should maintain proper monthly maintenance or service records signed by the focal person from both



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parties. These records should encompass individual inspections and checks for all items listed in the detailed scope of work mentioned in the document. It is crucial to have these records to ensure that regular inspections and maintenance are conducted for all specified tasks. Both parties can refer to these records for verification and to track the fulfilment of the agreed-upon scope of work.

5. The agency should maintain detailed call slips, etc., to document repair works undertaken and get them signed by the focal person of Royal Insurance Corporation of Bhutan Limited. A health card shall be maintained for all equipment covered under AMC. The agency shall record therein each incident of equipment malfunction, the date and time of commencement of downtime and successful completion of the repair or maintenance work, the nature of the repair work performed on the equipment, and a description of the malfunction and the cause thereof. Details of preventive maintenance activities shall also be recorded.
6. The agency shall provide comprehensive maintenance services that shall cover both preventive and corrective maintenance for all assets covered under AMC, along with their associated systems.
7. The quantities specified are only indicative and for the purpose of an estimate only. The Institute shall be at liberty to vary (delete/reduce/decrease) the quantum of any item.
8. In case of any spares that need to be replaced in any equipment under AMC, if they are not repairable, the original and genuine spares should be used and configured in the equipment, and the details should be maintained in records. It should be noted that the parts to be replaced shall all be at the expense of the contractor.
9. Service engineers shall visit the site as per the maintenance schedule. Agency to provide breakdown and corrective maintenance services, as and when required. The service engineer shall carry out scheduled preventative maintenance checks on Precision AC at least four times a year and as per the standard check list.
10. During the visit, the service engineer shall report on the performance or any other abnormality and inform parts requirements. He shall also submit the report on work done and recommendations, as well as spare parts offers, to the concerned authority for procurement.



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11. Attend emergency calls on priority (should attend the problem within 2 hours). However, if the engineer is required for any particular date and time, it would be the responsibility of the employer to notify the contractor in advance.
12. To pre-notify customer on engine or equipment repairs and overhaul requirement based on engine performance parameters.
13. The service contract shall automatically cease to exist in the event of a change of ownership or location of the above-mentioned engine.
14. The agency should replace faulty components as and when required at no extra cost.
15. The agency should replace/refill engine oil, coolant oil, etc. as and when required at no extra cost.
16. The corrective maintenance of the DG Set and Precision AC shall be carried out entirely as per the standards or prescribed guidelines of the original equipment manufacturer or authorized service dealer.
17. The service engineer of the agency shall visit the site for attending the Precision AC not less than four times during the contract period and shall inspect the system thoroughly.
18. In case of any breakdown/Fault, the agency shall immediately attend the site maximum within 2 hours of the call.
19. During every quarterly visit, the Service Engineer shall carry out the checks as recommended by manufacturer standards, standard checklist or as per directions of Engineer-In-Charge and submit the detailed Inspection Report of the repair or installation. During the visit the Service Engineer has to check and ensure the smooth functioning of the equipment covered in the AMC. The check report shall also be submitted on every breakdown calls.
20. During the schedule inspection, if any fault/malfunctioning of any part is noticed, the same should be brought in the knowledge of the Engineer-in-Charge, so that timely action can be taken for its rectification.
21. Proper maintenance records shall have to be maintained by the Agency. Failures and corrective action, suggestions / recommendations to improve the performance of the equipment and all respective installations under



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maintenance should be recorded and implemented by the Service Engineer during his every visit at site.

- 22.No cartage or transportation shall be payable by the employer on account of visits or any consumables and tools etc. at site.
- 23.All the required consumable materials like cotton waste and petroleum jelly etc. for cleaning of various installations shall be in the scope of contractor for which nothing extra shall be paid.
- 24.The contractor shall be fully responsible for rectifying the defect, which may happen during the use up to Twelve months from the date of signing the contract. The decision of Engineer-in-Charge in this regard shall be final & binding. In case the contractor fails to carry out the said repairs, rectifications, replacement within the specified time, the employer shall get the repairs / rectifications / replacement as considered necessary at the cost of the contractor by recovering the cost from the performance guarantee/security deposit. In case additional expenditure is incurred by the employer on this account, the same shall be borne by the contractor.
- 25.All the workers and Engineers of the Agency visiting the site for repair and maintenance of DG Sets shall be in proper uniform. All the safety measures like rubber gloves, safety shoes, helmet etc. shall be taken care by the agency while working on DG Sets.
- 26.The contractor shall take all precaution for safety of the workmen. If any accident/mishap occurs, the department shall not be responsible for the same. Consequently, any compensation payable shall be at the contractor cost.
- 27.If the work is carried out in more than one shifts or during night to meet the time period of completion or in accordance with availability of working area, nothing extra shall be paid on this account. The contractor has to work in accordance with programme, time schedule as directed by Engineer-in-Charge.
- 28.The Agency shall indemnify and hold RICBL harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works or services provided under this contract.



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B. ELIGIBILITY CRITERIA

1. The Bidder should have registered firm engaged activities mentioned under Scope of work having valid services or trade license and tax clearance at the time of bid submission (proof of registrations and tax clearance certificate must be submitted with technical bid).
2. Reputed firm / related firm/ specialised firm with more than 3 years in the market with experience in such services.
3. Proof of employment for certified engineers (RRCO Salary Tax) should be submitted along with the proposal.
4. Produce certificates of similar/ relevant projects carried out in Bhutan (must be signed with seal by respective client).
5. Should have qualified experts (should attach certificates and experience) to take this work.
6. The Bidder must have experience in executing such Annual Maintenance Contract/executed any related work for above-mentioned services.
7. The bid which does not comply with the terms and conditions outlined above shall not be evaluated and shall be treated as non-responsive.

C. Bid Submission Instructions

1. All bids must be submitted in sealed envelopes to the Engineering Unit, Corporate Office, RICBL, Thimphu.
2. The bid must be addressed to the following address along with a forwarding letter.

The Chairman Tender Committee

Royal Insurance Corporation of Bhutan Ltd.

Post Box No. 315

Thimphu: Bhutan

Management



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3. Bids that are tampered with or not properly sealed will be rejected.
4. The deadline for submission is April 15, 2024, at 11:00 AM.

D. Bid Opening

1. The bid opening will be held on April 15, 2024, at 3:00 PM in the Conference Hall.
2. Representatives from the tender committee and interested bidders are welcome to attend.

E. Bid Evaluation

1. Only responsive bids that meet the eligibility criteria outlined in the tender document will be considered for evaluation.
2. The tender committee will then select a team to evaluate the responsive bids and recommend the most competitive bid for award.

F. PAYMENT TERMS

1. Quarterly payments shall be made based on the bills submitted by the Contractor and certified by the concerned RICBL Engineer to the effect that the works / complaints recorded in the registers/software are attended and rectified as per the scope of the work. The Contractor has to get the Signature of Real Estate Engineer after completion of the respective works on the formats enclosed/given for respective work and should submit all these with the bill. And TDS @2% shall be deducted from every bill.

G. COMMENCEMENT & COMPLETION OF SERVICE

1. The Agency shall start service from the date as per award of the contract. The initial service contract shall be for a period of one year which may be extended for another one year based on performance of the Agency during this period which shall be decided by the Employer and at the full discretion of Chief Executive Officer, Royal Insurance Corporation of Bhutan Limited.



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H. PENALTY

The contractor shall take immediate action to attend any complaint assigned to him through site order book / verbal instruction or on telephones from employer. In all cases the complaints shall be attended in the specified duration as mentioned below: -

1. No delay in complaint of emergent nature such as breakdown /disruption, to be attended within 02 hours.
2. Minor complaints shall be attended within 6 hours and major complaints shall be attended within 24 Hours or as decided by User/Client.
3. If the complaint not attended within the prescribed period, recovery shall be made @ Nu. 500/- per complaint from the contractor bill. For Emergency complaint recovery rates shall be Nu. 1000/- per complaint per day and decision of Employer in this regard shall be final & binding.
4. It is expected that the contractor shall use genuine/original spare parts, If the employer found substandard services from the part of contractor it shall be considered as breach of the terms and conditions under the agreement and shall lead to imposing penalty as deemed fit by the employer including the termination of contract if necessary.
5. The employer has the full right to reduce/exempt the quantum of penalty depend upon the circumstances/the reasons/ as per the request of the contractor, if deemed fit.



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Undertaking Form

(The bidder who failed to sign this form may be subject to rejection of the bid)

1. I..... **(Name of Bidder)** hereby undertake to provide Annual Maintenance Contract for Precision AC, Corrective Maintenance for Parts of DG set, and Supply & Install UPS, in RICB office at Thimphu of **Royal Insurance Corporation of Bhutan Limited, Head Office Thimphu**. The rate quoted by above-mentioned name in this bid document is final.
2. I hereby would like to certify and reconfirm that I have understood all terms and conditions for the aforementioned service as mentioned in ToR.
3. I reconfirm that the Validity of the above-mentioned trade license is till
4. I would like to confirm that all relevant taxes have been cleared and a copy of the Tax Clearance Certificate is attached (Verify copy).

Signature of Bidder with date: -.....

Name: -.....

Address: -.....
.....
.....

Telephone/Mobile No: -.....

Email Address: -.....

Affix

Legal



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Bid Form

The bid must be submitted along with the forwarding letter.

Package I:

Table 1: Quotation for Supply and Installation of UPS.

Sl. no	Description	Qty	Rate		Remarks
			In Figure	In Words	
A. For supply and Installation of UPS at RICBL (applies same for all location).					
1	UPS93E30 kva (EATON)	1 no			For corrective and replacement

Note: The service to supply and Install UPS shall be awarded to the lowest quoted bidder.

Table 2: Quotation for Corrective maintenance of certain Parts of Diesel Generator.

Sl. no	Description	Qty	Rate		Remarks
			In Figure	In Words	
B. Parts and their respective rates for the diesel generator that require corrective maintenance at RICBL Phuentsholing branch office (applies same for all location).					
1	ETS. DI Electronic Timer 240v	1 no			For corrective and replacement
2	Controller Relay 12vDC-5A-2C/O	1 no			For corrective and replacement

Note: The corrective maintenance and replacement for the parts of DG set shall be awarded to the lowest quoted bidder.



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Package II:

Table 3: Quotation for Preventive and Corrective maintenance of Vertic Precision Air Conditioner.

Sl. no	Description	Qty	Rate		Remarks
			In figure	In Words	
C. AMC for Vertic Precision Air Conditioner at Data Centre, RICBL, Thimphu.					
1	Servicing of whole unit, indoor unit, outdoor unit, gas leak checking, electrical wiring checking.	1 set			AMC of Servicing Rate is for quarterly basis
2	Supply of Compressor 3 phase, 6 tons.	1 no			For corrective and replacement
3	Dismantle of old Compressor and reinstallation of new compressor charges.	1 no			For corrective and replacement
4	Purchase of Refrigerant R407c.	1 kg			For corrective and replacement
5	Replacement of water tank.	1 no			For corrective and replacement
6	Replacement of water sensor.	1 no			For corrective and replacement
7	Replacement of water solenoid valve.	1 no			For corrective and replacement
8	Replacement of contractor switch 3 phase.	1 no			For corrective and replacement
9	Replacement of Indoor air filter.	1 set			For corrective and replacement



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10	Replacement of indoor fan motor sets.	1 no			For corrective and replacement
11	Replacement of outdoor motor sets.	1 no			For corrective and replacement
12	Leak testing with nitrogen gas, repairing of leakage pipes, pressuring testing, vacuuming of unit and gas refiling charges.	1 set			For corrective and replacement

Note: The Annual maintenance Contract for Precision AC shall be awarded to the lowest quoted bidder.

Seal and sign of the bidder



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