

TENDER INVITATION / REQUEST FOR PROPOSAL (RFP)

Comprehensive Annual Maintenance Contract (CAMC) for Air Conditioning Systems

North & East Zones

PNB Housing Finance Limited (PNBHFL) invites sealed quotations/proposals from experienced and reputed HVAC service providers for the **Comprehensive Annual Maintenance Contract (CAMC)** of Air Conditioning Systems installed across its branches and offices in the **North & East Zones**.

1. Tender Details

Particulars	Details
Tender Name	CAMC for Air Conditioning Systems
Coverage Area	North & East Zones
Contract Type	Comprehensive Annual Maintenance Contract (CAMC)
Contract Period	Three (3) Years
Bid Submission Last Date	07 October 2026
Mode of Submission	Sealed Bid / Email Submission
Eligibility	Experienced HVAC/AC Maintenance Service Providers

2. Scope of Services

The selected bidder shall provide comprehensive maintenance services, including preventive maintenance, breakdown maintenance, repair, replacement of covered parts, dismantling, and reinstallation of air-conditioning systems.

A. Preventive Maintenance Services

1. Submit an annual Preventive Maintenance Schedule (PMS) calendar within 7 days of contract award.
2. Carry out four (4) preventive maintenance visits per year for each unit.
3. Conduct quarterly servicing of all AC units.
4. Submit service reports after every preventive maintenance visit.
5. Clean indoor and outdoor units.
6. Clean evaporator and condenser coils.
7. Inspect refrigerant lines and check for leakages.
8. Check and tighten electrical connections, terminals, nuts, and bolts.
9. Monitor voltage, current, temperature, and pressure parameters.
10. Check compressor performance and refrigeration cycle efficiency.
11. Ensure proper functioning of all controls and safety devices.

B. Breakdown Maintenance Services

1. Unlimited breakdown service calls throughout the contract period.
 2. Prompt response and attendance during business hours.
 3. Repair and restoration of equipment at site or workshop, as required.
 4. Replacement of covered defective components at no additional cost.
 5. Refrigerant gas charging and top-up whenever required.
 6. Compressor replacement covered under CAMC.
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3. Scope of Dismantling & Reinstallation

The selected bidder shall undertake:

- Dismantling of AC units from existing locations.
- Safe handling and movement within branch premises.
- Reinstallation at new locations.
- Vacuumizing, leak testing, and gas charging after installation.

Exclusions

- New copper piping.
 - Electrical wiring and associated accessories.
 - Inter-city transportation of equipment.
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4. Inclusions Under CAMC

The following components and services shall be covered without any additional cost:

Parts & Components Covered

- Compressor
- Fan Motor
- Expansion Valve
- Drain Pump
- Thermostat
- Transformer
- Pressure Switch
- Pressure Sensor
- Current Sensor
- Overload/Overcurrent Relay
- Magnetic Contactor
- Auxiliary Relay
- Fuse
- Fusible Plug
- PCB (Printed Circuit Board)

- Thermistor
- Propeller Fan
- Oil Heater
- Refrigerant Gas
- Refrigerant Oil
- Strainer, Capillary, and other related copper components

Additional Inclusions

- Transportation of Window AC units to workshop for major repairs.
 - Transportation of Nitrogen/Oxy-Acetylene cylinders required for repair work.
 - Gas charging and refrigerant replacement.
 - Compressor replacement.
 - Credit Note/Debit Note adjustments for site or equipment additions/deletions.
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5. Exclusions

The following shall not be covered under CAMC:

1. Cleaning of external drain piping.
 2. Civil, masonry, painting, waterproofing, carpentry, and structural works.
 3. Electrical cabling, switchboards, panels, and isolators not supplied by OEM.
 4. Consequential losses arising from equipment failure.
 5. Sheet metal fabrication works.
 6. Plastic parts, grilles, diffusers, and filters.
 7. Condenser and evaporator coils.
 8. Voltage stabilizers and AC accessories.
 9. Timers and stabilizers (repair/replacement on a chargeable basis).
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6. Service Level Agreement (SLA)

1. Quarterly preventive maintenance of all covered units.
2. Submission of service reports after each visit.
3. Priority attendance for breakdown calls during business hours.
4. Maintenance of complete service records and asset history.
5. Compliance with applicable safety standards and industry best practices.

Suggested TAT

Activity	TAT
Breakdown Call Response	Within 4 Hours
Technician Visit	Within 24 Hours

Minor Repair Closure	Within 48 Hours
Major Repair Closure	Within 5 Working Days

7. Commercial Terms

1. Rates shall be inclusive of labor, tools, consumables, travel, lodging, and logistics.
 2. GST shall be quoted separately.
 3. The contract shall be valid for **Three (3) Years**, and the awarded rates shall remain fixed throughout the contract period.
 4. Addition or deletion of locations/equipment shall be adjusted on a pro-rata basis.
 5. In case of termination by PNBHFL, payment shall be made on a pro-rata basis for services rendered up to the date of termination.
 6. Payment shall be released within **30 days** from receipt of invoices along with complete supporting documents and approved service reports.
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8. Eligibility Criteria

Interested bidders must:

1. Have a minimum of three (3) years of experience in HVAC/AC maintenance services.
 2. Possess valid PAN, GST, and other statutory registrations.
 3. Have service support capability across North & East Zones.
 4. Submit client references and company profile.
 5. Demonstrate experience in handling multi-location CAMC contracts.
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9. Bid Submission Requirements

Interested bidders shall submit:

1. Company Profile.
 2. PAN and GST Registration Certificates.
 3. Client References.
 4. Commercial Proposal.
 5. Service Support Structure.
 6. Compliance Statement against the Scope of Work.
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10. Timeline

Activity	Date
RFP Release Date	05 October 2026

Proposal Submission Deadline	07 October 2026
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Note: The date mentioned as "RFP Queries: 07-05-2026" appears incorrect. It is recommended to revise it to **07-10-2026** or another intended query submission date.

Contact Details

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