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**INVITATION TO BID FOR**  
**MECHANICAL & ELECTRICAL SYSTEMS MAINTENANCE SERVICES AT SBM TOWER**

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## 1 Introduction

### 1.1 Invitation to Bid (ITB)

SBM Bank (Mauritius) Ltd (hereinafter referred to as SBM) is a well-established bank in Mauritius, forming part of the SBM Group. It is also listed on the Official Market of the Stock Exchange of Mauritius Ltd (SEM). SBM Bank (Mauritius) Ltd, the second largest bank in Mauritius, is the flagship company in the Group, with 43 branches and ambitions to grow internationally.

This is an invitation to bid to provide the Services set out in Schedule 1 in accordance with the Bank's Requirements, as detailed below. The purpose of this invitation to bid is to set out sufficient information to enable a Tenderer to submit a Proposal to deliver the Services so as to meet the Bank's Requirements.

This exercise aims at selecting a qualified service provider with **proven track record, experience and capability** in the provision of **Mechanical & Electrical Systems Maintenance Services** at SBM Tower based on below options.

OPTION 1:- Maintenance of M&E Systems inclusive of UPS equipment

OPTION 2:- Maintenance of M&E Systems exclusive of UPS equipment

In pursuant of the above, the Bank will not be liable to give any explanation or reason whatsoever for the rejection, splitting and/or cancelling of the tender exercise. The Bank shall also not be liable to any prospective tenderer for any expenses, disbursement or prejudice arising out of, as a result of the cancellation, rejection, splitting of the present application to tender.

It is part of a competitive procurement process to enable SBM to assess service providers both in financial and qualitative terms. At the same time, it provides service providers with a fair opportunity for their services to be considered. With this structured tender process in place, SBM aims at obtaining the best value from service providers.

In addition to highlighting the best alternative for SBM, this evaluation will increase SBM's confidence in, and understanding of the product/services that will be implemented, and the effort required to perform the implementation.

### 1.2 Definitions

#### 1.2.1 In this invitation to tender:

**"Agents"** means directors, officers, employees, agents, professional advisers, contractors, sub-contractors or any Affiliate of either Party;

**"Bona Fide Tender"** means the offer is made in good faith, for valuable consideration, without fraud or deceit;

**"Confidential Information"** means Information relating to one Party or its Agents (the **"Disclosing Party"**), the invitation to tender, the proposal, the selection procedure and/or business carried on or proposed or intended to be carried on by the Disclosing Party and which is made available in connection with this Agreement to the other Party (the **"Receiving Party"**) (or its Agents) by the Disclosing Party (or its Agents) in any way received by the Receiving Party (or its Agents) in connection or in the performance of this invitation to tender, or which is recorded in agreed minutes following

oral disclosure to the Receiving Party and any other information which is otherwise made available by the Disclosing Party or its Agents to the Receiving Party or its Agents, whether before, on or after the date of this Agreement, including any information, analysis or specifications derived from, containing or reflecting such information but excluding information which:-

- (a) is publicly available at the time of its disclosure or becomes publicly available (other than as a result of disclosure by the Receiving Party or any of its Agents contrary to the terms of this Agreement); or
- (b) was lawfully in the possession of the Receiving Party or its Agents (as can be demonstrated by its written records or other reasonable evidence) free of any restriction as to its use or disclosure prior to its being so disclosed; or
- (c) following such disclosure, becomes available to the Receiving Party or its Agents (as can be demonstrated by its written records or other reasonable evidence) from a source other than the Disclosing Party (or its Agents), which source is not bound by any duty of confidentiality owed, directly or indirectly, to the Disclosing Party in relation to such information;

<b>“Criteria”</b>	means the list of information to be submitted by Tenderers in their Proposals, as set out in Schedule 2;
<b>“Due Date”</b>	means <b>Thursday 30<sup>th</sup> April 2026 at 14:00 MRU time;</b>
<b>“ITB”</b>	means this invitation to bid including the relevant Schedules and Appendices;
<b>“Bank”</b>	means SBM Bank (Mauritius) Ltd, a company incorporated under the laws of Mauritius, Business Registration Number C07002193, and having its registered office at SBM Tower, 1 Queen Elizabeth II Avenue, Port Louis, Mauritius, Republic of Mauritius;
<b>“Proposal”</b>	means all documents submitted by a Tenderer supporting its bid to provide all or part of the Services to the Bank, as set out in the Requirements of this ITB;
<b>“Requirements”</b>	means the guidelines, directions, requirements, instructions and requests (including, without limitation, the details of the Tenderer as set out in the ITB, Schedule 1 (Services) and Schedule 2 (Criteria)) as the Bank may issue to Tenderers and/or Successful Tenderers from time to time;
<b>“Selection Procedure”</b>	means the entire procedure conducted by the Bank to appoint a Successful Tenderer for the provision of all or part of the Services as set out in this ITB;
<b>“Services”</b>	means all or part of the services being outsourced by the Bank which are detailed in <b>Schedule 1</b> <del>Error! Reference source not found.</del> ;

<b>“Services Agreement”</b>	means the written agreement to be entered into between the Bank and a Successful Tenderer with respect to all or part of the Services;
<b>“Successful Tenderer”</b>	means a Tenderer selected by the Bank to provide all or part of the Services as a result of this ITB and the Selection Procedure;
<b>“Tenderer”</b>	means any party who submits a Proposal in response to this ITB;
<b>“Term”</b>	means the period of five (5) years commencing upon signature of the Agreement by the Bank and a Successful Tenderer, and lasting until the completion of the provision of all or part of the Services and all related obligations; and
<b>“Timetable”</b>	means the timetable for the Selection Procedure as set out in Section 3.

1.2.2 In this ITT words in the singular include the plural and vice versa.

### 1.3 Purpose

1.3.1 The purpose of this ITB is to:

- (a) provide sufficient information to enable Tenderers to submit Proposals for the provision of all or part of the Services;
- (b) set out the Requirements relating to the provision of all or part of the Services to enable Tenderers to provide Proposals which meet the Bank’s Requirements;
- (c) explain the administrative arrangements relevant to the preparation and delivery of the Proposal;
- (d) provide a structured framework for the Selection Procedure and ensure fairness and transparency in the evaluation of Proposals; and
- (e) set out the terms on which the Selection Procedure shall be managed by the Bank, and the terms upon which any Proposal should be submitted.

1.3.2 Tenderers are invited to submit Proposals for the provision of, all or part of, the Services (as set out in **Schedule 1**), during the Term.

1.3.3 Tenderers should:

- (a) complete a Proposal by the Due Date;
- (b) specify the extent to which they shall provide each module of all or part of the Services, for which the Proposal is made (as set out in **Schedule 1**); and
- (c) provide adequate and detailed answers to meet the requirements of the Criteria (as set out in **Schedule 2**).
- (d) include in their Proposal all requirements and should not assume that another opportunity will be available to add any such matter after the Proposal is submitted.

1.3.4 For Tenderers to be eligible, they must meet the following criteria:

- (a) Must be a legally registered entity in accordance with applicable laws.
- (b) Must have been in continuous operation for a minimum of (5) years on the date of tender submission.
- (c) At least five (5) years of experience in the provision of Mechanical & Electrical Maintenance Services for commercial buildings.
- (d) Must have proven experience in maintaining mission critical facilities such as banks, data centres, hospitals, etc... Documentary evidence such as work orders, contracts, or client certificates must be provided.
- (e) Must possess all statutory licenses, registrations, and permits required to provide Mechanical & Electrical Maintenance services.
- (f) Must not be blacklisted or debarred by any bank, financial institution, government body, or regulator during the last five (5) years.
- (g) The bidder must demonstrate financial soundness:
  - (i) Minimum annual turnover equivalent to two (2) times the estimated annual contract value for this ITB.
  - (ii) The bidder must be profitable or net-worth positive during the last three (3) financial years.
  - (iii) Audited financial statements for the last three (3) years must be submitted.

1.3.5 In submitting a Proposal, Tenderers must demonstrate the extent to which they have or shall satisfy the above criteria and the Requirements. Subject to section 7, the Bank shall evaluate Proposals on this basis.

## 2 Communications

The Bank shall, where possible (and in accordance with the Timetable), answer questions or provide additional information reasonably requested by Tenderers at any time during the Selection Procedure with respect to the contents of this ITB. Such questions should be addressed in writing by email to the Head of Procurement, Level 11 SBM Tower, Port Louis. Email address: [sailendrakumar.booluck@sbmgroup.mu](mailto:sailendrakumar.booluck@sbmgroup.mu) and copy to [nishalsing.ramnoruth@sbmgroup.mu](mailto:nishalsing.ramnoruth@sbmgroup.mu)

- 2.1 The Bank shall attempt to respond to all questions within two working days of receipt of such questions and in such a form as it considers appropriate. The Bank shall, in its discretion, make its response to any questions from any Tenderer available to all parties without (so far as reasonably practicable) revealing the identity of the enquiring party.
- 2.2 The Bank may not be able to provide responses and/or additional information to all questions and it shall not be able to do so if such requests are sent less than five working days before the Due Date.

## 3 Timetable

3.1 The key dates for the ITB process are set out in the table below:

<b>Action</b>	<b>Date</b>
Submission of ITB to potential Tenderers	04 <sup>th</sup> April 2026
Mandatory Prebid Meeting at SBM Tower	18 <sup>th</sup> April 2026 at 09:30 hours
Question & Answer period ends	21 <sup>st</sup> April 2026
Due Date for receipt of Proposals	30 <sup>th</sup> April 2026 at 14:00 hours
Appointment of Successful Tenderer (tentative)	01 <sup>st</sup> June 2026

Note: Tenderers coming for the site visits should contact the Bank representatives as per clause 2. above for the necessary arrangements.

- 3.2 The Bank reserves the right, at its sole discretion, to extend or modify the above Timetable, and shall endeavour to give Tenderers as much notice as is reasonably practical of any such extension or modification.

#### **4 Proposal format**

- 4.1 Tenderers should complete and attach all applicable documents to support their Proposal in accordance with the Requirements, as well as attaching all necessary or required supporting information and **return these with the Proposal by no later than the Due Date**. The Bank reserves the right to exclude any Tenderer that does not submit a complete Proposal on or before the Due Date.

- 4.2 Tenderers shall submit Technical and Financial Proposals in separate sealed envelopes, clearly marked as "Technical Proposal" and "Financial Proposal". Each envelope shall contain two (2) hard copies of the respective proposal, consisting of one (1) original and one (1) copy, and shall be properly labeled as such.

The two sealed envelopes shall then be placed together in one outer envelope, which shall be sealed and clearly marked with the name of the project and the name of the Bidder.

- 4.3 Proposals shall be addressed in writing to the **Head of Procurement, SBM Bank (Mauritius) Ltd and** deposited at the **Tender Box situated at Level 1, SBM Tower, Port Louis**. Envelopes not deposited in tender box shall not be considered. Late submission shall be rejected.

- 4.4 All Proposals shall comply with the following requirements:

4.4.1 the Proposal, and all documentation and correspondence relating to this ITB, must be written in English;

4.4.2 the Proposal should:

- (a) be single-sided and in A4 format; using Arial style of size 11 font;
- (b) be numbered sequentially as page 'n' of 'nm', with each page dated and identified with the appropriate document title;
- (c) contain a table of contents and executive summary;
- (d) contain a detailed response describing how the Tenderer intends to meet each of the Requirements;
- (e) not include embedded documents or website links; and
- (f) not include (or reference) any generic promotional materials.

- 4.5 The Proposal must be signed by:

4.5.1 a duly authorised signatory of the Tenderer where the Tenderer is a company, partnership or limited liability partnership; or

4.5.2 a duly authorised signatory of each member of the consortium where the Tenderer is a consortium.

#### **5 Selection Procedure**

- 5.1 The Selection Procedure shall consist of:

- 5.1.1 a technical evaluation of each Proposal based on the extent to which the Tenderer can provide the best and/or most appropriate Services to suit the Requirements and meet the Criteria;
  - 5.1.2 a financial evaluation of each Tenderer and each Proposal, including the extent to which the Tenderer can secure or offer the best possible prices for the Services or part thereof;
  - 5.1.3 an evaluation of the Tenderer's suitability, experience and qualifications as well as the organisational structure and infrastructure proposed by the Tenderer to provide the Services or part thereof;
  - 5.1.4 an inspection by way of site visit by representatives of the Bank to the principal place of business of the Tenderer or such other premises as the Bank deems appropriate;
  - 5.1.5 a presentation by the Tenderer to representatives of the Bank in support of the Proposal.
- 5.2 After careful consideration and thorough examination, The Bank shall select the Tenderer[s] whose Proposal[s] most closely satisfy OR satisfies the Requirements. The most favourable financial terms may not necessarily be a decisive factor in this respect.
- 5.3 Tenderers that have not been selected shall be informed in writing accordingly and the Bank shall not be obliged to give any reason for making any such selection and/or rejection.
- 5.4 Once the final evaluation process is completed, the Bank shall advise the Successful Tenderer[s] of their proposed appointment.
- 5.5 Successful Tenderer[s] shall sign the Services Agreement within 14 days following notification of their proposed appointment in accordance with section 5.4. In the event that the Successful Tenderer fails to execute a formal written Agreement within 14 days from notice of such acceptance, it shall (without prejudice to any other right or remedy available to SBM Bank (Mauritius) Ltd if required so, to do pay to SBM Bank (Mauritius) Ltd such sum as SBM Bank (Mauritius) Ltd may specify constituting all costs and expenses (including professional fees) incurred by SBM Bank (Mauritius) Ltd as a result of such failure.
- 5.6 The Bank reserves the right, at any time and at its discretion, to accept or reject Proposals, to pursue negotiations with any number of Tenderers, or to withdraw from negotiations at any time.
- 5.7 The Bank reserves the right to award the whole lots to one Successful Tenderer or alternatively split the lots and award the contract to two (2) or more Successful Tenderers.

## **6 Confidentiality**

- 6.1 Tenderers (and prospective Tenderers) agree to keep confidential at all times, whether during or after the Selection Procedure, the Confidential Information and to take all necessary steps to preserve the confidentiality of such Confidential Information including, without limitation, by disclosing relevant material to their employees or agents only on a strictly 'need to know' basis and only for the purpose of this Selection Procedure and on the basis that they maintain the confidentiality of the Confidential Information. Tenderers must not distribute externally or publish any Confidential Information provided by the Bank in connection with this ITB (save where required by law).
- 6.2 The Tenderers shall not make any announcement relating directly or indirectly to this ITB or to its Proposal, without the written consent of the Bank. Each Tenderer acknowledges and agrees that the Bank shall have the sole right to make any announcement in relation to this ITB and/or the selection of a Successful Tenderer.

- 6.3 The Tenderers shall not discuss any aspect of this ITB with any third party (including its sub-contractors, business partners, and its advisors) without the prior written consent of the Bank.

## **7 General terms and conditions**

By agreeing to receive and/or by responding to this ITB, each Tenderer accepts and undertakes to comply with the following terms and conditions:

- 7.1 The Bank reserves the right to change any aspect of, or terminate, the ITB or Selection Procedure at any time;
- 7.2 The Bank shall not be bound to accept any Proposal or award, or to enter into any contract whatsoever as a result of the ITB;
- 7.3 The Bank reserves the right to not accept the lowest or any Proposal and shall not have to assign any reason for the rejection of the Proposal. The Bank also reserves the right to annul the bidding process and reject all Proposals, even the lowest, at any time prior to award of contract without thereby incurring any liability towards any Tenderer and any obligation to inform any Tenderer of the grounds for the Bank's action.
- 7.4 The Bank may ask for such further information, guarantees and/or documents it shall deem necessary in relation to any Proposal at any time and any such further information, guarantee and/or document may be used at any point to evaluate a Proposal;
- 7.5 The Bank may, at its discretion, waive any of the conditions and requirements set out in this ITB in respect of any or all of the Tenderers. Tenderers shall be evaluated on the overall merits of their Proposals and Successful Tenderers may not have satisfied all conditions and Requirements and may not offer the most attractive financial terms;
- 7.6 All Proposals shall constitute an offer that cannot be amended after date of submission (unless requested by the Bank);
- 7.7 Nothing contained in this ITB, nor any other communication made by or on behalf of the Bank or its representatives, shall constitute an offer capable of becoming a contract between the Bank and any prospective Tenderer for the supply of all or part of the Services (except for the formal award of the Agreement made in writing by the Bank). Subject to sections 6 and 7 which are legally binding on the Bank and the Tenderer, receipt of this ITB does not imply the existence of a contract or commitment by or with the Bank for any purpose, and the Tenderer should note that this ITB may not result in the award of any business and is not intended to create legally binding relations.
- 7.8 The information contained in this ITB is subject to updating and amendment in the future and is necessarily selective. It does not purport to contain all the information which the Tenderer may require. The Bank does not make any representation or warranty as to the accuracy or completeness or otherwise of this ITB or the reasonableness of any assumptions on which this document may be based. All information supplied by the Bank to the Tenderer, including that contained in this ITB, is subject to the Tenderer's own due diligence. The Bank accepts no liability to Tenderers whatsoever and however arising and whether resulting from the use of this ITB, or any omissions from or deficiencies in this document. The exclusions in this section do not extend to any fraudulent misrepresentation made by or on behalf of the Bank.
- 7.9 The Proposal, including all costs, must remain valid and open for acceptance for a period of at least one hundred and eighty (180) days from the Due Date.
- 7.10 All costs incurred by the Tenderer in connection with participation in this ITB, including without limitation preparation of the Proposal, shall be borne by the Tenderer, and the Bank shall not in any circumstances be liable for any such costs, including if the ITB process is terminated or varied in any way by the Bank.

- 7.11 Without prejudice to any civil remedies available to the Bank and without prejudice to any criminal liability (which such conduct by Tenderers may attract), if the Bank considers, in its absolute discretion, that there has been collusion between any of the Tenderers to this ITB, the relevant Tenderers may be disqualified. The Bank's decision in this matter shall be final.
- 7.12 Each Tenderer warrants and undertakes to the Bank that all information provided, and representations made to the Bank during the Selection Procedure (including, without limitation, all information and representations contained in the Proposal) are true, accurate and not misleading. If, after submitting its Proposal, there is any change in the Tenderer's circumstances which may substantively affect such information or representations made to the Bank, then the Tenderer shall promptly notify the Bank in writing setting out the relevant details in full. If the Bank considers that any Tenderer is or is likely to be in breach of this warranty, then the Bank shall be entitled to withdraw from any further co-operation with the Tenderer without any requirement to give notice, without any liability to such Tenderer, and without prejudice to its rights and/or remedies arising under law.
- Misrepresentation of any fact during the ITB process, inaccurate or misleading information in whatever form shared by the Tenderer with the Bank, will lead to the disqualification of the Tenderer without prejudice to other actions that the Bank may take.
- 7.13 Each Tenderer acknowledges that all intellectual property rights of the Bank remain the sole and exclusive property of the Bank. Furthermore, any materials provided by the Bank to the Tenderer(s) (or prospective Tenderer(s)) shall belong and/or accrue exclusively to the Bank.
- 7.14 Each Tenderer undertakes and warrants that its Proposal is original and does not infringe the rights of any third parties.
- 7.15 Each Tenderer acknowledges that on any occasion on which the Bank exercises its discretion (whether express or implied), the exercise of the discretion is sole, absolute and unfettered.
- 7.16 This ITB, any negotiations and any subsequent agreement formed as a result will be subject to the laws of Mauritius and both parties shall be required to submit to the exclusive jurisdiction of the courts of Mauritius.
- 7.17 In consideration of the Bank receiving and reviewing the Proposals, Tenderers confirm and warrant that they have read, understood and accepted the terms and conditions set out in this ITB, which takes precedence over any provisions contained in the Proposal or other communications.

**Form of declaration**

By agreeing to receive this ITB and/or submitting this Proposal, I/We hereby confirm that I/We have read and understood the terms and conditions of the ITB issued by the Bank for the appointment of one or more service providers to provide all or part of the Services to meet the Requirements, and agree that the entity that I/We duly represent, is bound by such terms and conditions.

**On behalf of** .....

Signature: .....

Name: .....

Title: .....

Date: .....

## **SCHEDULE 1 – SERVICES**

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**Services required as from 1<sup>st</sup> June 2026 for a period of 5 years are as per the terms and conditions of the attached Provision of Mechanical and Electrical Maintenance Services Agreement.**

The Agreement, detailing the Scope of Work, Service Level Agreements (SLAs), and other applicable terms and conditions, is attached as Schedule 1 and forms an integral part of this ITB Document.

Submission of a bid shall be deemed as conclusive evidence that the bidder has carefully examined, fully understood, and unconditionally accepted the Agreement and all its provisions. No claims of ignorance, misunderstanding, or misinterpretation of the Contract shall be entertained after submission of the bid.

Any deviations or qualifications to the Agreement must be explicitly stated in the bidder's response, failing which it shall be presumed that the bidder has accepted the Contract without any exception.

## SCHEDULE 2 - CRITERIA

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### 1. Information Required with Tender

The Tenderer shall submit the Tender Form together with the below documents and/or information which will be used for the tender evaluation:

- 1.1. The financial proposal based on the template set in Schedule 3 – Financial Proposal.
- 1.2. An updated copy of company profile, certificate of incorporation, business registration number, and organisation structure;
- 1.3. A Bona Fide Tender acknowledgement as set out in Appendix A below;
- 1.4. Staffing & Human Resources
  - 1.4.1. Organizational chart for the contract
  - 1.4.2. Names, CVs and qualifications of key personnel (Site Engineer, Supervisors, Technicians)
  - 1.4.3. Copies of professional certifications and licenses
  - 1.4.4. Evidence of OEM training or certification (HVAC, generators, UPS, fire systems)
  - 1.4.5. Staff availability and shift coverage plan (including 24/7 emergency support)
  - 1.4.6. Details to also include manning hours, staff patterns, etc, time operatives will spend at the Premises when carrying out the maintenance and other associated works. Bidders should show the manning system he intends to operate throughout this Agreement for:-
    - i. Routine Maintenance
    - ii. Repairs
    - iii. Callouts within normal hours
    - iv. Callouts outside normal hours
    - v. Number of Personnel, bearing in mind that the Building Management System as installed at the premises must be monitored on a 24 hour basis.
  - 1.4.7. Details on the recruitment vetting process and training provided to the personnel.
- 1.5. Equipment, Tools & Spare Parts
  - 1.5.1. List of tools, testing equipment, and diagnostic instruments
  - 1.5.2. Access to spare parts and authorized suppliers
  - 1.5.3. Calibration certificates for critical testing equipment (where applicable)
- 1.6. A quality plan showing:
  - 1.6.1. how the Services Agreement shall be managed and monitored;
  - 1.6.2. quality assurance and control measures;
  - 1.6.3. how management shall promote continuous improvement in the quality of service provided to the Bank;
  - 1.6.4. Documentary evidence that bidder's company has obtained or is in the course of obtaining accreditation for ISO 9000 series.
- 1.7. Proposed Methodology & Work Plan detailing the following:
  - 1.7.1. Maintenance approach and methodology
  - 1.7.2. Preventive maintenance schedule (monthly, quarterly, annual)
  - 1.7.3. Breakdown maintenance and emergency response procedures
  - 1.7.4. Escalation and communication procedures
  - 1.7.5. Bidders should show a typical number of visits for typical items of Plant and Equipment along with the hours for each.
- 1.8. Service Level Agreement (SLA) Compliance

- 1.8.1. Confirmation of response and resolution times
  - 1.8.2. Description of performance monitoring and reporting mechanisms
  - 1.8.3. Proposed Key Performance Indicators (KPIs)
- 1.9. Health, Safety & Environmental (HSE)
- 1.9.1. Health & Safety Policy (including the Health & Safety record for the last three years)
  - 1.9.2. Risk assessment and safety procedures
  - 1.9.3. Environmental Management Policy
  - 1.9.4. Incident reporting and emergency preparedness procedures
  - 1.9.5. Bidders to provide information on how they will manage any potentially hazardous situation for compliance with the Occupational Health and Safety Act 2005
- 1.10. A schedule of exclusions or required alterations, if any, from his proposals.
- 1.11. A contingency/business continuity plan designed to take into account possible future events such as the need of backup sites or first aiders while delivering all or part of the Services;
- 1.12. A certificate of insurance (professional indemnity, public liability and third-party liability and any other relevant policies). Evidence of current insurance cover, i.e. a valid Certificate of Insurance, which should be at least to the minimum stated in the Agreement.
- 1.13. The hourly rates and the monthly rates with respect to all or part of the Services, including a breakdown of such costs and expenses;
- 1.14. A schedule of sub-contractors, if any.
- 1.15. Tenderer to provide method statements for reporting and the format of these reports, and any other relevant statements to explain their intended operations.
- 1.16. List facilities that are not mentioned in the agreement and state whether they would be provided as part of this tender or whether they are required from SBM.
- 1.17. Proof of continuous operation for a minimum of five (5) years as of the date of tender submission.
- 1.18. Proof of at least five (5) years of experience in the provision of Mechanical & Electrical Maintenance Services for commercial buildings.
- 1.19. Detailed description of similar M&E maintenance projects undertaken in the last five (5) years. Documentary evidence such as work orders, contracts, or client certificates evidencing proven experience in maintaining mission critical facilities such as banks, data centres, hospitals, etc... should be submitted.
- 1.20. List of current and ongoing contracts.
- 1.21. Description of experience with mission-critical facilities.
- 1.22. Statutory licenses, registrations, and permits required to provide cash management and ATM services.
- 1.23. Statement evidencing that Tenderer is not blacklisted or debarred by any bank, financial institution, government body, or regulator during the last five (5) years.
- 1.24. Demonstrate financial soundness:
- 1.24.1. Must be profitable or net-worth positive during the last three (3) financial years.
  - 1.24.2. Audited financial statements for the last three (3) years must be submitted.

**Appendix A**

**1. Certificate of Bona Fide Tendering**

- 1.1. I/We declare that this is a bona fide tender, intended to be competitive, and that I/We have not fixed and/or adjusted the amount of the tender by or under or in accordance with any agreement and/or arrangement with any other person (person' includes any persons, body or association, corporate or incorporate) except as disclosed on this Certificate under 2 below.
- 1.2. I/We declare that I/We have not done, and I/We undertake that I/We shall not do at any time any of the following acts:
  - 1.2.1. communicate to any person (other than the person calling for these Tenders) the amount or approximate amount of the proposed Tender, save and except where the disclosure, in confidence of the approximate amount of the Tender is necessary to obtain insurance premium quotations required for the preparation of this Tender;
  - 1.2.2. enter into any agreement and/or arrangement with any other person or body corporate to the effect that that he or it shall refrain from tendering a Proposal or as to the amount of any Proposal to be submitted;
  - 1.2.3. enter into any agreement and/or arrangement with any other person or body corporate to the effect that the Bank shall refrain from providing invitations to tender on a future occasion; and
  - 1.2.4. offer or pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing to be done in relation to any other tender for all or part of the Service any act of the kind describe above.
- 1.3. I/We understand that any misrepresentations may also be the subject of criminal investigation or used as a basis for civil action.
- 1.4. In this Certificate 'agreement' or 'arrangement' includes any transaction private or open, or collusion, formal or informal, and whether or not legally binding

2. Disclosure: \_\_\_\_\_

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**On behalf of** .....

Signature: .....

Name: .....

Title: .....

Date: .....

**SCHEDULE 3: FINANCIAL PROPOSAL**

**CONTRACT COMMENCEMENT DATE: 01<sup>st</sup> JULY 2026**

**DURATION: FIVE YEARS**

**A. MONTHLY FEE FOR MECHANICAL & ELECTRICAL MAINTENANCE SERVICES AT SBM TOWER:**

		MUR incl. VAT per month	MUR incl. VAT per year
<b>1</b>	<b>Ventilation and Air Conditioning equipment</b>		
<b>2</b>	<b>Electrical Systems</b>		
<b>3</b>	<b>Lighting and Emergency Lighting</b>		
<b>4</b>	<b>Fire Alarms and Security Systems</b>		
<b>5</b>	<b>Fire Fighting Systems</b>		
<b>6</b>	<b>Public Health Systems</b>		
<b>7</b>	<b>Lifts</b>		
<b>8</b>	<b>Escalators</b>		
<b>9</b>	<b>BMS System</b>		
<b>10</b>	<b>Generators</b>		
<b>11</b>	<b>MISCELLANEOUS ITEMS (Please specify)</b>		
.....	.....		
.....	.....		
.....	.....		
	Sub Total item10		
<b>12</b>	<b>UPS equipment</b>		
<b>Option 1</b>	<b>TOTAL Items 1 to 12</b>		
	<b>(i.e. inclusive of UPS equip. as per item 12)</b>		
<b>Option 2</b>	<b>TOTAL Items 1 to 11</b>		
	<b>(i.e. exclusive of UPS equip. as per item 12)</b>		

SIGNED by .....  
for and on behalf of Contractor

Name: .....  
Position: .....

Date: .....

Notes:

1. The currency should be in MUR and inclusive of VAT
2. The pricing shall be fixed over a period of 5 years and not subject to any escalation may it be due to cost of living increases and/or statutory increases.
3. The Fees are to make due allowance for all work contained in the Agreement that needs to be carried out in and outside the Core maintenance hours; (note should also be made of the requirements outside of the Normal Working Hours).
4. The Fees are to include an allowance for the supply and storage of consumables spares as scheduled in the Agreement, and additionally an allowance shall be made for the replacement of these items.
5. The Fees are to include the updating of Asset Registers for the Plant and Equipment, and review and updating as necessary of the Operation and Maintenance manuals, and Record Drawings, for the purposes of Health and Safety.
6. The Fees are to include for an annual disinfection and clean of the hot and cold water distribution systems. A separate cost for one clean and disinfection of the above systems is to be identified. This will be carried out if and when necessary as an extra to the Agreement, as directed by SBM Bank (Mauritius) Ltd.
7. A unit rate is to be included for the electrical testing of one portable appliance.
8. The Fees shall include for the Electrical Services Inspection and Test in accordance with IEE Regulations for each of the electrical systems, to be carried out during the term of the Agreement.
9. The optional Extra Fees are items not included within the contract, and will only be expended when directed and agreed with SBM Bank (Mauritius) Ltd.

**B. STAFF COST BREAKDOWN**

Position	No. of Staff	Unit Monthly Cost	Total Monthly Cost
Site Engineer / Supervisor			
Electrical Technicians			
Mechanical Technicians			
Support Staff			
<b>Total Staffing Cost</b>			

The above cost is not additional to the monthly fees stipulated in section A above. It provides only a breakdown of the staff cost for information purposes.

**LABOUR**

Day work rates shall include for all labour on costs, preliminaries, holidays, fares, transport, travelling time, tools, test equipment, overheads and profit. These shall apply to all work carried out additional to this Agreement and shall apply from the time of arrival at the Premises to the time of departure.

**MOBILE STAFF**

	<i>Rate A</i>		<i>Rate B</i>	
A/C Refrigeration Technician	MUR.....	per hour	MUR.....	per hour
A/C Control Technician	MUR.....	per hour	MUR.....	per hour
A/C Mechanical Technician	MUR.....	per hour	MUR.....	per hour
Fitter	MUR.....	per hour	MUR.....	per hour
Other (please specify)	MUR.....	per hour		

**STAFF CHARGE FORMAT**

Normal Hours - Rate A

Monday to Friday 08:00 - 18:00

Saturday 08:00 - 13:00

All other hours - Rate B

All hours not included above and inclusive of Public Holidays  
Mobile Technicians are available 24 hours per day and 365 days per year.

**HOURS OF WORKING**

**Normal (Core) Service Working Hours**

The Contractor shall perform the services pursuant to this Agreement, except where indicated within the Item List (Asset Register) for which the Contractor will have allowed within the annual Fee as defined above, excluding Statutory and Bank Holidays.

**Outside Normal Working Hours**

Means all hours other than those stated in Normal Service Hours. The Agreement identifies certain work routines to be undertaken outside normal working hours and for which the Contractor will have allowed within the annual Fee. It is however, the responsibility of the Contractor to agree with SBM Bank (Mauritius) Ltd when such out of normal hours duties should take place.

**C. SPARE PARTS AND MATERIAL FEES**

Description	Pricing Basis
Spare parts pricing	<input type="checkbox"/> Cost + % Mark-up
Mark-up percentage (%)	
OEM parts sourcing	<input type="checkbox"/> Yes <input type="checkbox"/> No
Warranty on parts	

Percentage additions shall include all contractors costs, delivery, loading, unloading, site handling, preliminaries, attendance, overheads and profit etc.

These prices are fixed for a period of 90 days for acceptance of the proposal plus 12 months contract period at which they may be re-negotiable.

**EMERGENCY CALL-OUT**

The Contractor shall respond to an Emergency Call-Out within ONE hour of receiving notice for critical system or plant or within TWO hours for all other items of plant, by attending the Premises and undertaking all necessary and remedial works. These response times shall also apply outside normal working hours, and apply to all sub-contractors.

In the event of the Contractor failing to respond within the aforementioned ONE hour or TWO hour period SBM Bank (Mauritius) Ltd shall be fully entitled to employ another organisation to undertake all necessary remedial work with the Contractor being responsible for all reasonable costs.

In cases of extreme emergency and where immediate action is required and SBM Bank (Mauritius) Ltd cannot be contacted, all reasonable work which is not included in the Agreement should be carried out at the Day work Charge defined in Schedule 1 providing the **Emergency Work Maximum** defined below is not exceeded and the Client or his representative notified of the action taken and the costs incurred at the earliest convenient time.

**Emergency Work Maximum MUR 25,000**

**OPTIONAL EXTRAS**

**DISINFECTION AND CLEANING OF WATER SYSTEMS (PRICE PER SERVICE)**

- Cold Water Mains MUR .....
- Cold Water Down Service MUR .....
- Hot Water Service MUR .....

**PORTABLE APPLIANCE TESTING (PRICE PER SERVICE)**

- Price per unit test MUR .....

**SCHEDULE 4 - DISTRIBUTION OF LOTS**

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Not applicable.

**SCHEDULE 5 - SCHEDULE OF EXCLUSIONS OR REQUIRED ALTERATIONS**

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List all exclusions from this Agreement.

**SCHEDULE 6 - SCHEDULE OF SUB-CONTRACTORS**

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List all works to be sub-contracted.

<b>Description of Service</b>	<b>Name of Sub-Contractor</b>	<b>Annual Fee</b>	<b>Management Fee</b>	<b>Total</b>