



BHARAT SANCHAR NIGAM LIMITED
OFFICE OF THE GENERAL MANAGER TELECOM
BSNL, KOLAR-563101
NOTICE INVITING TENDERS

No: S-25/AMC/AC/2007-08/1 **DATED @ KOLAR THE 18-10-2007**

TENDER NOTICE

1. On behalf of the BHARAT SANCHAR NIGAM LIMITED, General Manager Telecom, BSNL, Kolar invites sealed tenders from the Experience Contractors "FOR THE ANNUAL COMPERHENSIVE MAINTENANCE OF WINDOW/SPLIT AC UNTIS FOR VARIOUS T.E BUILDING in Kolar Telecom District.

2. The tender should be submitted in the prescribed proforma that may be obtained from Divisional Engineer (Planning & Development) office of the General Manager Telecom District Kolar on payment of Rs.563/- (Rupees Five Hundred sixty three only).[Application fee Rs. 500/- and KST @ 12.5% Rs. 63/-] (Nonrefundable) per copy, at the Cash Counter of the office of the General Manager Telecom District Kolar on all working days from **22-10-2007 to 6-11-2007 between 11.00 hrs to 16.00 hrs.**

Sealed Tenders superscribed as "TENDER FOR THE ANNUAL COMPREHENSIVE MAINTENANCE OF WINDOW/SPLIT AC UNITS FOR VARIOUS T.E. BUILDINGS" (Including the supply of spares) along with EMD of Rs. 10,000/- to be paid in cash at the cash counter of the office of the General Manger Telecom, BSNL, Kolar-563101 and the cash receipt should be enclosed or in the form of Demand Draft Drawn on any Nationalized Bank drawn in favour of Accounts Officer (Cash) O/o G.M. Telecom BSNL Kolar-563101, payable at Kolar, should be addressed to Sri S.R. NARYAYANA KAMATH, Divisional Engineer (P&D) , O/o G.M. Telecom, BSNL,Kolar -563101 so as to reach him on or before 13.00 hrs of **7-11-2007** The tenders will be opened in the presence of such of those tenderes or their agents as may choose to attend at 15.00 hrs of **7-11-2007**

Divisional Engineer (P&D)
O/o General Manager Telecom
BSNL, Kolar-563101

NAME OF WORK: Annual Comprehensive Maintenance of Window/Split AC units for various TE Building under Kolar SSA.

Sl. No	Description of items	Qty	Year	Unit	Rate/ Unit/month	Amount
1	Maintenance of the Electro Mechanical Service as per the special Conditions of contracts (Annexure-I), Inventory (Annexure-II) Scope of work and specification (Annexure-III) For the group of building listed vide Annexure-II					
a)	Window Ac units	45	1 Year			
b)	Split AC units	222	1 Year			
	Total	267				

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SPECIAL CONDITIONS OF CONTRACT

SCOPE OF MAINTENANCE:

- 1.1 Maintenance of Technical/Administrative building as applicable
In this contract means that the faults of all Electro-mechanical Service included in the schedule of work in the group of Buildings are attended and rectified in time and put the same in working condition. Wherever maintenance schedule is prescribed, the same is to be carried out and breakdowns are attended promptly within the time limits specified. Routine checkups and maintenance are to be carried out including replacement of components as specified in each case.
- 1.2 Specific details of Maintenance activities with regard to each service are spelt out under section pertaining to that service.
- 1.3 Any defect, shortcoming brought to the notice of BSNL within the first 15 days of taking over of Maintenance by the contractor and confirmed by BSNL shall be the responsibility of BSNL. However, Installation is to be taken over for Maintenance immediately after award of work.
- 1.4 After the contract period is over the installation has to be duly handed over to BSNL in proper working condition. The contractor shall be responsible for any discrepancies in the status of installations from the start of work and also any modification carried out during the currency of the contract.
- 1.5 The contractor shall not sublet the work or part thereof, however, service of specialized agencies for work can be obtained.
- 1.6 The last month payment will be made only after handing over the Air condition in working condition to the next agency.

2.0 METHODOLOGY AND STAFF:

- 2.1 It is mandatory that contractor will provide minimum qualified staff at least in one or more location mutually agreed upon who will be able to perform prescribed Maintenance functions. Since the firm will be doing the maintenance of window and split Ac units and trained persons should be employed who could take initial steps under emergency situation.

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- 2.2 For optimum utilization one person shall be made responsible for number of services. Also Maintenance staff has to be available between 9.00 AM to 5.00 PM round the year including all holidays. Scheme for staff employed shall be got approved from the engineer-in-charge.
- 2.3 In case of faults beyond the capacity of the staff provided as above contractor shall immediately provide extra-specialized work force so as to attend and clear the fault with minimum down time.
- 2.4 The agency has to submit details of all the workers.(Name, educational qualification and address).
- 2.5 Firm should supply identity cards to the maintenance staff.
- 2.6 The workers engaged by firm shall maintain proper discipline and good behavior. And if found improper, the decision of the Divisional Engineer in this regard shall be final.
- 2.7 Firm should have round the clock contact telephone number. In case of Emergency contractor and authorized engineer/supervisor with mobile phone shall be made available at site on short notice from engineer in charge and make all efforts to bring the situation to normal at the earliest.
- 2.8 Shutdown for maintenance shall be taken with prior approval of the department.
- 2.9 Any damage or loss to the installation/building during the maintenance period due to the carelessness on the part of maintenance staff shall be the responsibility of the firm and be replace rectified without any extra cost.
- 2.10 The agency will provide the workers with necessary tools and plant, testing & safety equipment.
- 2.11 Any accident or damage during maintenance will be responsibility of the agency. BSNL will not entertain any claim, compensation, penalty etc. on this accounts or on account of non-observation of any other requirement of law relevant of his work.
- 2.12 The contractor shall at all times indemnify BSNL against all claims for compensation under the provisions of any law for the time being in force or in respect of any person employed by it in carrying out the contract. Further such staff shall have no right to claim employment from BSNL.

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2.13 Agency has to observe all the labour rules & regulations including EPF, ESI etc, in force and cover the employees with accident insurance and BSNL will not entertain any claim on this account during the contract period and afterwards.

3.0 QUALIFICATIONS:

3.0 Persons deployed at site & In-charge of Maintenance should possess certificates of competency issued/recognized by the State Govt. for carrying out tasks.

3.1 For services Electrical workman permit/workman's competency Certificate/Electrical workman's license (Certificate of competency class II) OR any other equivalent certificate with at least two years experience.

3.2 For air-conditioning in the scope of work at least one person should have following qualifications.

Pass in Matriculation or equivalent course.

Must have undergone 18 months refrigerator mechanics OR equivalent course in a recognized Technical institute, one year apprenticeship in reputed firm or organization or Air conditioning and refrigeration engineers and one year experience in air conditioning/refrigeration in skilled capacity OR five year experience in air conditioning/ refrigeration in skilled capacity.

3.3 Normal working hours

Personnel for General Shift from 9.00 Am to 5.00 PM

Staff required for the maintenance work shall be made available in a centralized Place and shall be deputed for works/attending break down calls from the center. Whenever faults breakdowns are reported necessary personnel shall be deputed to attend the same.

Apart from the above routine maintenance and checkups are to be done as per the maintenance schedule.

NOTE: It is firm's responsibility to carry out maintenance work in the group of Building listed vide Annexure-II as per agreement and if more persons are required at any time as per the site requirements, the same is to be arranged by the firm at no extra cost.

Divisional Engineer (P&D)
O/o General Manager Telecom
BSNL, Kolar-563101

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IV. TOOLS AND PLANTS

All T&P required for carrying out various tasks pertaining to maintenance work, have to be arranged by the agency at his own cost. The following minimum T&P are required to be kept at the specified maintenance center.

Sl. No	Description of item	Qty	Sl. No	Description of item	Qty
1	Ring and box spanner, Screw driver set	1 Set each	8	Industrial Boots	1 pair per /worker
2	Pipe wrench	1 Set	9	Megger for insulation resistance (500/5000V)	1 no.
3	Emergency light	2 no	10	Earth tester for earth resistance Required size ladder	1 no.
4	Torch Test lamp and Line Tester	1 no each	11	Earth tester for earth resistance Required size ladder	1 no.
5	Tong tester for measuring current and voltage	1 No	12	Hand gloves Hammer	1 set
6	Fuse puller, Cutting pliers and nose pliers	1 no each	13	MultiMeter (VAR).1000 VAC,250 DC, 1 Mega ohm	1 No
7	Frequency meter		14	Milli Ohm Meter	1 No

For AC Works

Gas charging equipment, pressure gauge, Vacuum pump Tube bender, Flaring tool, Leak Tester Screw Spanner, Combing tool Psychrometer.

The above list is general and any other requirements for smooth Maintenance of installation shall be contractor responsibility and he shall not claim anything extra on this account.

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5.0 MATERIALS

- 5.1 Replacement of defective/damaged material shall be on like by like/approved make basis.
- 5.2 Dismantled materials shall be returned to the Department except those items for which the replacement is supplied by the agency. The contractor shall maintain the following minimum inventories at the place earmarked in addition to items/spares mention under specifications.

Sl. No	Description of item	Qty	Sl. No	Description of item	Qty
1	1.5 TR Window AC units Compressor fully charged	2 nos	13	1.5 TR Window AC units Compressor fully charged	3 nos
2	Start Capacitor	2 nos	14	Running Capacitor	3 nos.
3	Capacitor for Fan Motor	2 nos	15	OLP	3 nos.
4	Thermostat	2 nos	16	Relays	3 nos.
5	Fan Motor (New)-indoor	2 nos	17	Fan Motor (New)-Outdoor	3 nos
6	Nylon Filters	6 nos	18	Rotary Switches	6 nos
7	Condensing Fan Blades	6 nos	19	Evaporator Blower	6
8	Nobs	6 nos	20	Front Grill	5 nos.
9	Bearing of Blowers fan for units	6 nos	21	Copper Pipe (liquid/hot gas line)	10 Mtr
10	A1 Llungs for 6 Sqmm Cable	6 Nos	22	A1 Llungs for 6 Sqmm Cable	6 Nos
11	Vacuum Pump	1 no	23	R-22 Gas refrigerant	10 Kgs
12	N2 Gas	10 Kgs	24		

Any other material required for proper maintenance of the above service as decided by Engineer-in-charge in consultation with vendor shall also be kept as spare.

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6.0 DAMAGES TO BSNL INSTALLATION:

- 6.1 Any damage to the installations/building during the maintenance period due to the carelessness on the part of maintenance staff shall be the responsibility of the firm and be replaced/rectified by him without any extra cost to BSNL.
- 6.2 Any accident or damage during maintenance will be responsibility of the agency and BSNL will not be liable for any claim, compensation, penalty etc. on this account or on account of non observance of any other requirement of law relevant to this work

7.0 TERMINATION OF CONTRACT:

- 7.1 Right is reserved by BSNL for termination of the contracts by giving one week notice in case of serious default. This included major break down or accident due to negligence on the part of firm, failure to attend breakdown, disobedience and abandoning the site etc. In such a case full performance guarantee shall be forfeited by BSNL. The decision of General Manager Kolar in this regard shall be final and binding.
- 7.2 Right is reserved by BSNL for closure of the contract at any time by giving two months notice for reasons not attributed to the firm. The decision of General Manager shall be final and binding on the contractor for closure of contract and for which BSNL, shall not entertain any claim.
- 7.3 BSNL reserves the right to carry out any work at risk and cost of the agency, if the agency fails to perform any duty within the time frame as mentioned in the agreement without further notice.

8.0 COMPENSATION FOR DEFICIENCY IN SERVICE:

- 8.1 The individual Split/Window Unit shall not be out of service beyond three days. In case of failure to repair the unit within three days from the date of reporting of fault, the firm shall pay compensation @ Rs. 50/- per day per split/window unit for the delay, beyond three days the department shall take steps for repair etc, of faulty equipment at the risk and cost of firm without any further notice.

The decision of General Manager in this regard shall be final and binding.

Signature of Tenderer with Seal

9.0 PERIOD OF CONTRACT:

9.1 The contract is for a period of One-year (12 Months)

9.2 The contract period can be extended for another year on the same terms and conditions on mutual consent.

10.0 RATES AND TAXES:

10.0 The rates quoted must be full and final.

The rates quoted are inclusive of all taxes (except service TAX) levies, duties, insurance, VAT, octroi, EPF & ESI calculation and transportation etc, in respect of this contract and BSNL will not entertain any claim in respect of the same.

Service Tax Registration number should be shown on the bill. Service TAX should be shown separately.

10.2 Concessional forms if any applicable shall be issued by BSNL.

10.3 BSNL shall deduct statutory taxes and duties like income tax works contract tax etc. from payment due to the firm as per rules of the State/Central Govt. The Account Office of the concerned Division shall issue certificates for such deductions to the firm.

11.0 SECURITY

11.11 **PERFORMANCE GUARANTEE:** The contractor is required to furnish performance guarantee for an amount equal to 5% of the contract value in the form of Bank Guarantee (of a Nationalized/scheduled bank in a standard format) CDR/FDR/DD with in two weeks from the date of issue of award letter.

The validity period of the performance security in the form of performance bank guarantee shall be Three Months from the actual completion of work.

11.12 SECURITY DEPOSIT: In addition to performance guarantee stated above, a sum at 10% of the gross amount of the bill shall be deducted from each running bill of the contractor till the sum along with the sum already deposited as Earnest Money, will amount to security deposit at 5% of the tendered value of the work.

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12.0TERMS OF PAYMENT:

12.1 Payment shall be made quarterly (once in a three months) on submission of bill, in duplicate along with proforma as per Annexure-c by the vendor on its printed letter head and verification of the same by BSNL.

12.2 The vendor is entitled to claim monthly payment only when tendered cost exceeds Rs.25,000/- (Rs. Twenty Five Thousand only per month.

12.3 An abstract of main tests required in respect of each service is given vide Annexure-D

13.0 DETAILS TO BE SUPPLIED BY THE CONTRACTOR BEFORE STARTING THE WORK:

ANNEXURE-A

A. Details of Organization

1	Name of the Agency (With Office Address)	
2	Name of the Proprietor	
3	Telephone No (s) of the firm	
4	Name & Address of the supervisor	
5	24 Hour contract Telephone No.	
6	Particulars of the Licencse/Registration	

Details of staff to be deputed to sites:

Sl. No	Name of the Address	Qualification	Designation and Responsibilities
1			
2			
3			

Signature of Tenderer with Seal

ANNEXURE-B

COMPLAINT REGISTER

Date & Time complain	Officer/Section lodging Complaint	Nature complaint	Date & time redressal complaint	Name of staff who attended The complaint & signature	Acknowledgement Rectification complainant	Remarks

Signature of the tenderer with seal

ANNEXURE-C

PROFORMA for bill Submission

From,

M/s-----

To:

The Sub Divisional Engineer (F)
BSNL Telephone Exchange

Dear Sir,

Name of work:-----

Agreement no:-----

1. We submit here with our bill (in duplicate) for the period-----against the above maintenance.
2. The following W/T and S/T Ac were reported to be faulty during the above periods, have been attended satisfactorily.
 - (i)
 - (ii)

Encl: As above (-Pages)

PAN shall be indicated in the bills invariably

Sd/-

ANNEXURE-III

WINDOW/SPLIT UNITS/VOLTAGE STABILIZER

PART-I-SCOPE OF MAINTENANCE

1. Keep all the units in clean and healthy working condition.
2. Attending faults promptly.
3. Carrying out maintenance tasks as mentioned in Part-III

PART-II-TASKS TO BE PERFORMED WITHIN FIRST 15 DAYS

Inspect all the units for proper working, electrical connection etc. Any shortcomings noticed shall be brought to the notice of Engineer-in-charge.

PART-III-MAINTENANCE SCHEDULE TO BE FOLLOWED

Checking and servicing of Ac units Voltage Stabilizers	
And cleaning of filters	-- Monthly
Checking of electrical connections	-- Quarterly
Servicing of appliance before onset of summer season	
	--- February ever year.

PART-IV-MATERIALS

All items including replacement of faulty compressor-which shall be obtained from the original manufacturer/authorized dealers-except the following shall be arranged by the firm. Faulty condenser/evaporator fan motors are to be replaced with new one and, no rewinding is permissible.

EXCEPTION

Replacement of Ac Unit.

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ANNEXURE-D

ABSTRACT OF WORKING & TESTING SCHEDULE

Months	Window/Split AC units, Voltage Stabilizer
1 st	Filter cleaning
2 nd	Filter cleaning, Servicing
3 rd	Filter cleaning
4 th	Earth and insulation test, Filter cleaning
5 th	Filter cleaning, Painting
6 th	Filter cleaning
7 th	Filter cleaning
8 th	Filter cleaning
9 th	Filter cleaning
10 th	Filter cleaning draining water cooler
11 th	Filter cleaning
12 th	Filter cleaning

LOCATION OF AC UNTIS (TALUK WISE)

	SPLIT	W/T A/C
Bagepalli	17	1
Gowribiudanur	23	4
Chickkaballapur	29	1
Bangerpet	23	2
Malur	18	8
Kolar	43	10
GM OFFICE	4	4
Chintamani	20	0
Srinivasapur	20	6
Sidlaghatta	14	4
Mulbagal	11	5
TOTAL	222	45

Signature of Tenderer with Seal

FORM-13A

MAINTENANCE SCHEDULE-WINDLW/SPLIT A.C.UNITS

FREQUENCY-MONTHLY

Location	No. of A/C's	Check condition & performance of fan low cool/high Cool mode Satisfactory or not	Cleaning filters & ventilating	Remarks	Sign. Of L/s Technique	Sign of JTO

Note: While checking for this item i.e Ac unit in a particular room/area please look Around and see whether other electrical items fittings, switch board, sockets etc are generally in proper working condition or not. If not initiate action.

We expect you to be responsible for all the electrical items and visit for a particular activity should be utilized to gather information for improving our maintenance quality and make it food proof.

Signature of Tenderer with Seal

Declaration

I.....S/o..... r/o.....

hereby certify that none of my relative (s) as defined below, is/ are employed in Karnataka Circle/Kolar Telecom District. In case at any stage, it is found that the information given by me is false/incorrect, BSNL shall have absolute right to take any action as deemed to without any prior intimation to me.

- a) Members of my Family
- b) MY wife.
- c) My father, Mother, Son (S), Son's wife (daughter in law),
& Brother's wife, Sister (S) & Sister's Husband (Brother-in-law)

Signature of the Tenderer with Seal