

NAME OF WORK:- Providing Comprehensive Maintenance of Lifts at TE Flower Bazaar , Chennai. (For 24 Months) [for the year 2022-24][SW: Comprehensive Maintenance of Lifts at Amenity Block](Recall)



Bharat Sanchar Nigam Limited

(Electrical Wing)

O/o The Executive Engineer (E)

BSNL Electrical Division-I

No.22, Kellys Road,

Chennai - 600010.

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TENDER DOCUMENT

NAME OF WORK:- Providing Comprehensive Maintenance of Lifts at TE Flower Bazaar , Chennai. (For 24 Months) [for the year 2022-24][SW: Comprehensive Maintenance of Lifts at Amenity Block] (Recall)

NIT No : 26/EEE/ED-I/CH/2022-23 dated 04-06-2022

Date of opening: **05-07-2022** 15: 30 hrs

This tender document contains **46** pages only.

(To be filled in by the Contractor)

Name of the Agency

Address

.....

.....

Telephone No. of agency:

E-mail ID :

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INFORMATION AND INSTRUCTIONS FOR BIDDERS FOR E-TENDERING FORMING PART OF NIT AND TO BE POSTED ON WEBSITE

The Executive Engineer (Elect), BSNL, **Electrical Division-I, Chennai** on behalf of the CMD, Bharat Sanchar Nigam Limited, invites online Item rate bids from eligible bidders in Single bid system for the following work:

1	Name of work	NAME OF WORK:- Providing Comprehensive Maintenance of Lifts at TE Flower Bazaar , Chennai. (For 24 Months) [for the year 2022-24][SW: Comprehensive Maintenance of Lifts at Amenity Block] (Recall)
2	Estimated cost put to tender (Rs.)	Rs.199200/- (Excluding GST)
3	Earnest Money (Rs.)	Rs. 3984/-
4	Period of completion	ONE MONTH
5	Last date & time for downloading of tender document by bidder	Up to 14:55 Hrs. on 05-07-2022
6	Last date submission of tender	Up to 15:00 Hrs. on 05-07-2022
7	Last date & time for submission of original Tender cost and EMD	Up to 15:00 Hrs. on 05-07-2022
8	Date and time for opening of tender	15:30 Hrs. on 05-07-2022
9	Tender cost (Non refundable)	Rs 590/-i/c GST

ELIGIBILITY CRITERIA:

(a) Financial Norms:

Average annual turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 30% of the estimated cost put to tender.

(b) Physical Norms:

1) The manufacturer or their authorized service dealer. The letter of authorization in original from the manufacturer will be produced by the dealer.

(OR)

2) Experience of having successfully completed similar works in BSNL during last 7 years ending last day of month previous to the one in which applications are invited, should be either of the following:

- Three similar successfully completed works costing not less than the amount equal to 40% of the estimated cost put to tender.

(OR)

- Two similar successfully completed works costing not less than the amount equal to 60% of the estimated cost put to tender.

(OR)

- One similar successfully completed work costing not less than the amount equal to 80% of the estimated cost put to tender.

NOTE: 1. The estimated cost of one year shall be considered to evaluate the eligibility criteria. (Similar work means works involving Lift installation or maintenance)

**IMPORTANT INSTRUCTIONS TO BIDDERS DOWN LOADING THE TENDER DOCUMENT FROM
WEB SITE**

The bidders, who have down loaded the tenders from the web site, shall read the following important instructions carefully before quoting the rates and submitting the tender documents.

1. The tenderer should see carefully and ensure that the tender document containing all the pages as per the index has been down loaded for making required entries. The balance pages of Standard BSNL EW8 form will be attached with the agreement after the award of work.
2. A clear print out of tender document shall be taken on good quality A4 size paper and the printer settings, etc., shall be such that the document is printed as appearing in the web and without any change in format, number of pages, etc., and shall also ensure that no page is missing. Only original computer printout of the document shall be used. Photocopy shall not be accepted.
3. In case of any doubt in the downloaded tender, the same shall be got clarified from the Engineer in charge calling the NIT before submission.
4. The name of the bidder shall be filled on the relevant pages of tender document and all the pages shall be invariably signed. (With stamp)
5. The tenderer shall ensure that the downloaded tender document is properly stitched before submitting the document.
6. There shall be no correction / addition / alteration / omission made in the text of the downloaded tender document. If found otherwise, the same shall be treated as non-responsive and rejected.
7. The tenderer shall sign the declaration enclosed before submitting the tender.
8. The tenderer shall submit the tenders in 2 covers marked as No.1 and No.2. The tenderer shall submit the credentials for meeting the eligibility conditions along with the cost of the tender fee and EMD in the prescribed format as detailed in NIT, along with a covering letter on his printed letter head stating the details of enclosures in the **first cover**. The credentials shall be self-attested. The **second cover** shall contain the price bid. The rates and amounts should be filled in the schedule of work attached thereto.
9. The **cover-1** shall contain the following.
 - a. Tender Fee in the prescribed format
 - b. EMD in the prescribed format
 - c. Certificate of Financial Turnover from Chartered Accountant if applicable
 - d. Documents fulfilling Eligibility criteria (Please note that in case the bidder is authorised by the manufacturer, the original authorisation letter is to be scanned and uploaded)
 - e. Enlistment certificate issued by BSNL if applicable
 - f. Electrical license issued by TN Govt. if applicable
 - g. GST Registration Number details
 - h. PAN Card
 - i. EPF and ESI Registration certificate if applicable
 - j. Certificate of work experience issued by client department (Form 'C') if applicable

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Not submitting the above documents in Cover-1, the Cover-2 will not opened

2. The **Cover-1 and 2** shall be deposited in the tender box available in the office of tender opening authority, by all the bidders before **3:00 PM** on the tender opening date, failing which the tender shall not be opened.

BSNL EW-6
Bharat Sanchar Nigam Limited
Electrical Wing

Electrical Division: **ED-I,Chennai**

Sub Division: **ESD- VI,Chennai**

NIT No : **26 /EEE/ED-I/CH/2022-23 dated 04-06-2022**

Item rate tenders on single bid system are invited on behalf of CMD,BSNL for the work **NAME OF WORK:- Providing Comprehensive Maintenance of Lifts at TE Flower Bazaar , Chennai. (For 24 Months) [for the year 2022-24][SW: Comprehensive Maintenance of Lifts at Amenity Block] (Recall)** from the eligible bidders as per NIT notification. The enlistment of the bidders should be valid on the opening date of tender. In case the date of opening of tender is extended, the enlistment of bidder should be valid on the original date of opening of tender.

1. Tenders which should always be placed in sealed covers with the name of the work written on the envelope will be received and opened by the tender opening authority as per the date and time mentioned in **INFORMATION AND INSTRUCTIONS FOR BIDDERS. Unsealed tenders will be summarily rejected.**
2. Intending bidder is eligible to submit the bid provided that he has definite proof from the appropriate authority, which shall be to the satisfaction of the competent authority as per the eligibility conditions mentioned in the NIT notification page.
3. The work is estimated to cost Rs **199200/-** This estimate, however, is given merely as a rough guide.
4. Agreement shall be drawn with the successful bidder on prescribed form as amended up to the date of opening of tender. Bidder shall quote his rates as per various terms and conditions of the said form which will form part of the agreement.
5. The time allowed for carrying out the work will be **24 months** from the day after the date of written order to commence the work.
6. The site for the work is available / or the site for the works shall be made available in parts. The successful bidder shall execute the work in coordination with other agencies working in the campus.
7. The bid documents consisting of plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from website **Chennai.bsnl.co.in** at free of cost. The BSNL EW-8 document can be seen from the web site **Chennai.bsnl.co.in** at free of cost.
8. The Tender Fee in the form of Demand Draft issued by the Nationalized / Scheduled bank authorized by the Reserve Bank of India, drawn in favour of **BSNL, Chennai Telephones** payable at **Chennai**. The validity of the tender cost in the form of DD shall be **60 days** from the date of opening.
9. The Earnest money deposit (EMD) in the form of Demand Draft / FDR / BG (BG is only for Air Conditioning, Diesel Engine Alternator, Lifts, and Sub Station works wherever the amount of EMD is more than Rs.20,000)/ CDR of a nationalized / scheduled bank authorized by the Reserve Bank of India, drawn in favour of **BSNL, Chennai Telephones** payable at **Chennai**. The validity of the EMD in the form of DD shall be 60 days from the date of opening. If the EMD is in the form of CDR/FDR/BG, the validity shall be 180 days from the date of opening. In case of L1 bidder, the validity of CDR/FDR/BG is to be extended up to the observation period as that of the Performance guarantee / Security deposit. Exemption from payment of Tender Fee, Earnest Money and Security Deposit by any other unit/ department shall not hold good for BSNL.

10. **The last date for submission of bid is 05-07-2022 up to 3:00 PM** and the bid submitted shall be opened at 03:30 PM on the day. If a holiday is declared on the tender opening day, the tender will be opened on the next working day.
11. **Performance Guarantee:** The bidder is required to furnish Performance guarantee for an amount equal to 5% of the contract value in the form of bank guarantee/CDR/FDR/DD (of a Nationalized/ Scheduled Bank in a standard format) within two weeks from the date of issue of acceptance letter. This period can be further extended by the Engineer-in-charge up to a maximum period of two weeks on written request of Bidder. The validity period of the performance security in the form of performance bank guarantee shall be: Three Months from the date of actual completion of work, for AMC works; and One year from the date of actual completion of work for all other works. **In case the bidder fails to deposit the said performance guarantee within the stipulated period, including the extended period if any, the Earnest Money deposited by the bidder shall be forfeited automatically without any notice to the bidder and the bidder will not be allowed to participate in the re tendering for the same work.**
12. **Security Deposit:** In addition to Performance guarantee stated above, a sum @ 10% of the gross amount of the bill shall be deducted from each running bill of the contractor till the sum be deducted with the sum already deposited as earnest money, will amount to security deposit of 5% of the contract value of the work. **The security deposit shall be released after an observation period as follows: Three Months from the date of actual completion of work, for AMC works; and One year from the date of actual completion of work for all other works.**
13. If it is found at any stage of tender scrutiny after submission of tender that the bidder has made any correction/addition/alteration/omission in tender documents vis-à-vis tender documents available on the website /original Draft NIT in office, the bid shall be treated as non-responsive and shall be summarily rejected and the BSNL shall, without prejudice to any other right or remedy, be at liberty to forfeit 50% of the said earnest money as aforesaid. Further, the bidder shall not be allowed to participate in the retendering process of the work.
14. The Tender documents shall not be sent through the Courier/Post. Tender documents received through Courier/post shall not be opened/ considered at all. All communication with the bidders shall be in writing. Fax / E-mail shall be covered under this category and considered as adequate means of communication.
15. Intending bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders, the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charge consequent on any misunderstanding or otherwise shall be allowed. The bidder shall be responsible for arranging and maintaining at his own cost all materials, tools & plants, water, electricity access, facilities for workers and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a tender by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and plant, etc. will be issued to him by the BSNL and local conditions and other factors having a bearing on the execution of the work.
16. The competent authority on behalf of the CMD does not bind himself to accept the lowest or any other tender and reserves to himself the authority to reject any or all the tenders received without the assignment of any reason. All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidder shall be summarily rejected. The competent authority on behalf of CMD reserves to himself the right of

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accepting the whole or any part of the tender and the bidder shall be bound to perform the same at the rate quoted.

17. Canvassing whether directly or indirectly, in connection with tenders is strictly prohibited and the tenders submitted by the bidders who resort to canvassing will be liable to rejection.
18. Agreement shall be drawn with the successful bidder on prescribed form. Bidder shall quote his rates as per various terms and conditions of the said form, which will form part of the agreement.
19. The bidder should give a certificate as per the following that none of his/her relative is employed in BSNL units as per **Form 'D'**. In case of proprietorship firm, certificate will be given by the proprietor and for partnership firm certificate will be given by all the Directors of the company.
 - a. Near relatives of all BSNL employees either directly recruited or on deputation are prohibited from participation in tenders and execution of works in the different units of BSNL. The near relatives for this purpose are defined as:
 - i. Members of a Hindu Undivided family.
 - ii. They are husband and wife.
 - iii. The one is related to the other in the manner as father, mother, son(s) & son's wife(daughter-in-law), Daughter(s) & daughter's husband(son-in-law), brother(s) & brother's wife, sister(s) & sister's husband(brother -in-law).
 - b. The company or firm or any other person is not permitted to tender for works in BSNL unit in which his near relative(s) is(are) posted. The unit is defined as SSA/Circle/Chief Engineer/Chief Archt./Corporate office for non-executive employees and all SSA in a circle including circle office/Chief Eng./Chief Archt./Corporate office for executive employees (including those called as Gazetted officers at present). The bidder should give a certificate that none of his/her such near relative is working in the units as defined above where he is going to apply for tender/work, for proprietorship, partnership firms and limited company certificate shall be given by the authorized signatory of the firm. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and earnest money/performance guarantee will be forfeited at any stage whenever it is so noticed. BSNL will not pay any damages to the company or firm or the concerned person. The company or firm or the person will also be debarred for further participation in the concerned unit.
 - c. No employee in BSNL/ Govt. of India is allowed to work as a contractor for a period of two years of his retirement from service without the prior permission. The contract is liable to be cancelled if either the bidder or any of his employees is found at any time to be such a person who had not obtained the permission as aforesaid before submission of tender and engagement in the bidders service.
20. The tender for the work shall remain open for acceptance for a period of ninety (90) days from the date of opening of tenders. If any bidder withdraws his tender before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the tender which are not acceptable to the BSNL, then the BSNL shall, without prejudice to any other right or remedy, be at liberty to forfeit 50% of the said earnest money as aforesaid. Further the tenderer shall not be allowed to participate in the retendering process of the work.
21. The bidder has to comply with the provisions of EPF and miscellaneous provisions Act-1952 and employees provident fund scheme-1952 as amended up to date in respect of labours/employees engaged by them for this work. Any consequence arising due to non-complying of provisions as specified above shall be the sole responsibility of the firm only. The agency shall give an undertaking to this effect as per **Form 'B'**.

22. **Extension of Validity of tender:** In case, where the letter of award of work cannot be placed within the validity period of the tender, the BSNL can request the bidder to extend the validity of their respective tenders and the Earnest Money deposit by a reasonable period. In such cases, extension of validity of Earnest Money deposit by 30 days beyond the extended validity date of tender should also be asked for. While BSNL can make the request for extension, the tenderer is free to either extend the validity or refuse the request to extend the validity.
23. Rates quoted by the contractor shall be firm and shall be valid for the currency of contract. No cost escalation shall be permitted during the currency of contract.
24. This notice inviting tender shall form a part of the contract document. The successful bidder, on acceptance of his tender by the Accepting Authority shall within 15 days from the stipulated date of start of the work, sign the contract consisting of:-
- a. The Notice Inviting Tender, all the documents including additional conditions, specifications and drawings, if any, forming part of the tender as uploaded at the time of invitation of tender, subsequent amendments issued and the rates quoted at the time of submission of bid and acceptance thereof together with any correspondence leading thereto.
 - b. Standard BSNL EW-8 form

c. General Instructions to the Bidders

1. The intending bidder must read the terms and conditions of BSNL-EW 6 carefully. He should only submit his bid, if he considers himself eligible and he is in possession of all the documents required.
2. Information and instructions for bidders posted on website shall form part of bid document.
3. Applicants are advised to keep visiting the above mentioned website from time to time (till the deadline for bid submission) for any updates in respect of the tender documents, if any. Failure to do so shall not absolve the applicant of his liabilities to submit the applications complete in all respect including updates thereof, if any. An incomplete application may be liable for rejection.
4. Even though any bidder may satisfy the above requirements, he would be liable to disqualification if he has:
 - a. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the eligibility criteria document.
 - b. Record of poor performance such as abandoning work, not properly completing the contract, or financial failures / weaknesses etc.
5. If any information furnished by the bidder is found incorrect at a later stage, he shall be liable to be debarred from tendering/taking up of works in BSNL. The BSNL reserves the right to verify the particulars furnished by the applicant independently.
6. GST and any other tax applicable in respect of this contract shall be borne by the bidder himself. The bidder shall quote his rates considering all such taxes. The TDS as per the Govt. regulations will be recovered from the contractor.
7. **Tender Evaluation :**
 - (a) The evaluation and comparison of responsive bids shall be done on the basis of Net cost to BSNL on the prices offered inclusive of packing, forwarding, freight and insurance charges etc., but excluding GST. The bid with lowest net cost as elaborated above will be the L1 bidder.
 - (b) Vendors should furnish the correct GST Rate in the price schedule. If the Input Tax Credit is found to be not admissible at any stage subsequently owing to wrong furnishing of GST Rate, then the vendors will be liable to refund such non-admissible amount, if already paid, along with penalty if charged by the concerned authority.
8. However, pursuant to the constitution (Forty-sixth amendment) act, 1982, if any further tax or levy is imposed by statute, after the last date of receipt of tenders, and the contractors there upon necessarily and properly pays such taxes/ levies, the contractor shall be reimbursed the amount so paid, provided such payment, if any, is not in the opinion of Superintending engineer (whose decision shall be final and binding) be attributable to delay in execution of work within the control of contractor.
9. The Contractor shall, within a period of 30 days of imposition of any further tax or levy in pursuant to the constitution of (Forty sixth amendment) act 1982 give a written notice thereof to the Engineer-in-charge that the same is given pursuant to this condition, together with all necessary information relating thereto.
10. **Bye laws Indemnity against liabilities:**

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- a. The bidder shall comply with all bylaws and regulations of the local and statutory authorities having jurisdiction over the works and shall be responsible for payment of all fees and other charges and giving and receiving all necessary notices and keep the Engineer –in-charge informed about the notices issued and received.
- b. The bidder shall indemnify the department against all claims in respect of patent rights design, trademark or name of other protected rights in respect of any plant, machine, work or materials used for or in connection with the works or temporary works and from and against all claims demands, proceedings, costs, charges and expenses whatsoever in respect of or in relation thereto.
- c. The bidder shall defend all actions arising from such claims and shall himself pay all royalties, License fees, damages, costs and charges of all and every sort that may be legally incurred in respect hereof shall be borne by the bidder.
- d. All liabilities / penal recoveries on matters arising out of tax /levies such as incorrect deductions, discrepancies in the filing of returns, revised assessments by the concerned authorities etc., shall be borne by the bidder.

11. Termination of contract on death of contractor :

Without prejudice of any of the rights or remedies under this contract, if the contractor dies, the Engineer in charge on behalf of the BSNL shall have the option of terminating the contract without compensation to the contractor.

12. Indulging of contractor in criminal /antisocial activities and cases under investigation/charge sheeted by CBI or any other government agencies etc. : If the CBI/Independent External Monitor (IEM) /Income tax/ Sales Tax /GST/ Central Excise/Custom Departments recommend such a course - Action will be taken as per the directions of CBI or concerned department.

13. As a general notion, the terms and conditions/instructions contained in various pages of this document are addressed assuming the bidder as 'Male'. However, the same shall remain and assumed to be addressed in case of 'Female' bidder also, except for the gender centric words, which shall be 'female' centric at appropriate places.

FORM 'A'

Undertaking to abide by EW 6 & EW 8

"I.....Son/Daughter of
.....Resident of
..... hereby give an undertaking that I have read the complete bid document and I am aware of all the clauses and sub clauses of BSNL EW 6 & 8 forms and I confirm that I will abide by all the terms and conditions available in BSNL EW 6 & 8 forms.

(Seal of the firm)

(Signature of Bidder)

Undertaking regarding EPF provisions

"I..... Son /Daughter of
.....Resident of
..... hereby give an undertaking that

* I/We have employed only ----- persons in our establishment and hence the EPF and Miscellaneous provisions Act, 1952 is not applicable to my / our establishment.

* I/ We have registered as per the EPF and Miscellaneous provisions Act, 1952 and our registration no** is ----- . We undertake to keep it valid during the currency of contract.

In case at any stage, it is found that the information given by me is false / incorrect, BSNL shall have the absolute right to take any action as deemed fit/without any prior intimation to me".

* strike out whichever is not applicable

**Attach a self-attested photo copy of the above said EPF registration certificate.

(Seal of the firm)

(Signature of Bidder)

Undertaking regarding ESI provisions

"I..... Son of
.....Resident of
..... hereby give an undertaking that

* I/We have employed only ----- persons in our establishment and hence the ESI and Miscellaneous provisions Act, 1948 is not applicable to my / our establishment.

* I/ We have registered as per the ESI and Miscellaneous provisions Act, 1948 and our registration no.** is ----- . We undertake to keep it valid during the currency of contract.

In case at any stage, it is found that the information given by me is false / incorrect, BSNL shall have the absolute right to take any action as deemed fit/without any prior intimation to me".

* strike out whichever is not applicable

**Attach a self-attested photo copy of the above said ESI registration certificate.

(Seal of the firm)

(Signature of Bidder)

Performance report of works

1. Name of Agency
2. Name of work
3. Agreement no.
4. Final Value of Work Done
5. Date of start of work
6. Actual date of completion
7. Performance: Satisfactory / Not Satisfactory

Dated:

Executive Engineer or Equivalent

No Near relative working certificate

I..... Son /Daughter of Shri.....Resident of..... hereby certify that none of my relative(s) as defined in the tender document is/are employed in BSNL unit as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, BSNL shall have the absolute right to take any action as deemed fit/without any prior intimation to me.

(Seal of the firm)

(Signature of Bidder)

Annexure I

MODEL FORM OF BANK GUARANTEE FOR EMD

(For submitting EMD for Air Conditioning, Diesel Engine Alternator, Lifts, and Sub Station Works wherever the amount of EMD is more than Rs.20,000/-)

Whereas _____ (hereinafter called "the bidder(s)") has submitted its Tender dated _____ for the work _____

_____ KNOW ALL MEN by these presents that WE _____ OF _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto _____ (hereinafter called "the BSNL") in the sum of _____ for which payment will and truly to be made of the said BSNL, the Bank binds itself, its successors and assigns by these presents.

THE CONDITIONS of the obligation are:

1. If the Bidder(s) withdraws its Tender during the period of Tender validity specified on the Tender Form: or
2. If the Bidder(s) having been notified of the acceptance of its Tender by the BSNL during the period of Tender validity.
 - (a) Fails or refuses to execute the Contract.
 - (b) Fails or refuses to furnish security Deposit in accordance with the conditions of Tender document.

We undertake to pay to the BSNL up to the above amount upon receipt of its first written demand, without the BSNL having to substantiate its demand, provided that in its demand, the BSNL will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force as specified in the Tender Document up to and including Thirty (30) days after the period of the Tender validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

Signature of the Bank

Signature of the Witness

Name of Witness

Address of Witness:

**ANNEXURE II
PERFORMANCE SECURITY GUARANTEE BOND**

In consideration of the CMD, BSNL (hereinafter called 'BSNL') having agreed to exempt _____ (hereinafter called 'the said bidder(s)') from the demand under the terms and conditions of an agreement/Advance Purchase Order No _____ dated _____ made between _____ and _____ for the supply of _____ (hereinafter called "the said agreement "), of security deposit for the due fulfilment by the said bidder (s) of the terms and conditions contained in the said Agreement, on production of the bank guarantee for _____ we, (name of the bank) _____ (hereinafter refer to as "the bank") at the request of _____ (bidder(s)) do hereby undertake to pay to the BSNL an amount not exceeding _____ against any loss or damage caused to or suffered or would be caused to or suffered by BSNL by reason of any breach by the said Bidder(s) of any of the terms or conditions contained in the said Agreement.

2. We (name of the bank) _____ do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the BSNL by reason of breach by the said bidder(s)' of any of the terms or conditions contained in the said Agreement or by reason of the bidders(s)' failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of BSNL in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding _____.

3. We undertake to pay to the BSNL any money so demanded notwithstanding any dispute or disputes raised by the bidder(s)/supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the bidder(s)/supplier(s) shall have no claim against us for making such payment.

4. We(name of the bank)_____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the BSNL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till _____ (office/BSNL) BSNL certifies that the terms and conditions of the said Agreement have been fully or properly carried out by the said bidder(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of TWO/TWO AND HALF/THREE YEARS (as specified in P.O) from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.

5. We (name of the bank)_____ further agree with the BSNL that the BSNL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said bidder(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the BSNL against the said Bidder(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Bidder(s) or for any forbearance, act or omission on the part of the BSNL or any indulgence by the BSNL to the said Bidder(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder(s)/supplier(s).

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7. We (name of the bank) _____ lastly undertake not to revoke this guarantee during its currency except with the previous consent of the BSNL in writing.

Dated the _____ day of _____

for _____ (indicate the name of bank)

IMPORTANT INSTRUCTIONS TO THE TENDERERS

Please note that the offers, which do not comply the following, will not be considered and will be totally rejected. These instructions supersede the BSNL/EW 8 clauses in case of any Disparity.

1 (i) INCREASE /DECREASE OF TENDERED QUANTITY

a) BSNL will have the right to increase or decrease up to 25% of the Contract value depending upon the requirement of goods and services specified in the schedule of items without any change in the unit price or other terms and conditions at the time of award of contract.

b) In exceptional situation where the requirement is of an emergent nature and it is necessary to ensure continued supplies from the existing vendors, the purchaser reserves the right to place repeat orders up to 50% of the quantity of goods and services contained in the running tender/contract within a period of 12 months from date of award of work at the same rate or a rate negotiated (downwardly) with the existing vendors considering the reasonability of rates based on prevailing market conditions and the impact of reduction in duties and taxes etc.

2) TERMS OF PAYMENT:

Quarterly Payment shall be made after completion of maintenance period. With each bill, a certificate from the Contractor that maintenance has been carried out properly and testing / drills etc. required during the period have been performed in addition to the penalty explicitly indicated under penalty clauses.

3) EPF PROVISIONS:-

The agency has to comply with the provisions of EPF and miscellaneous provisions Act-1952 and employees provident fund scheme-1952 as amended up to date in respect of labours /employees engaged by them for this work. Any consequence arising due to non- complying of provisions as specified above shall be the sole responsibility of the firm only.

Agency has to observe all the labour rules & regulation in force. Agency shall be fully responsible for any violation observed at any time.

4) STORES AND SAFETY

All the stores and materials required for the satisfactory completion of the work shall be arranged at work site by the contractor from his own source. Space for storing the same materials may be provided on request from the contractor. However safe custody of the material stores at site will be responsibility of the contractor.

5) CO-ORDINATION AT SITE

At the site of work more than one agency may be working. Full cooperation shall be extended to other agencies during the progress of work. Further work shall be carried out in such a way so that it may not cause abnormal noise and hindrance to the officers of the BSNL engaged in erection as well as to normal routine work.

6) CHANGES IN SPECIFICATIONS

The BSNL reserves the right to make changes in respect of specifications of work if in its opinion same is found necessary. However such alterations shall be made after mutual discussions and agreement between the BSNL and the contractor. Any price implications in this regard shall be mutually discussed and agreed up on in terms of clause 12 of EW forms. The BSNL as matter of principle will not permit modifications by the contractor

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in design /specifications of any document /material. However the same can be agreed upon by the BSNL under exceptional circumstances where

- a) The same is necessitated due to non-availability of material/components of certain specifications/make.

Or

- b) Such alterations constitute an improvement in the opinion of BSNL.

Prior approval is necessary before undertaking any alteration/modification in the specifications of the equipment.

7) I.S. Standards:

The entire system shall conform to relevant BIS including safety standards as amended up to date. Where IS standards are not available the British standard(s) shall be followed. In case of conflict, the requirements of these specifications shall be given over-riding priority. The electrical and earthing work shall be carried out as **per CPWD specifications** for electrical works (internal) and electrical works (external) as amended up to date. A list of relevant standards, approved makes of equipment is furnished and forms part of the tender document.

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Sl.no	Description of Item	Qty	Unit	Rate per Unit excluding GST	Amount Excluding GST (Net cost)	CGST		SGST		IGST		Total Amount including GST	HSN/SAC code
						%	Amount in Rs	%	Amount in Rs	%	Amount in Rs		
							Rs.		Rs.		Rs.	Rs.	
1	2	3	4	5	6	7	8=Col. (6 x 7)	9	10=col.(6 x 9)	11	12=col.(6*11)	13=col. (6+8+10+12)	14
		3		4	5	6=4x5	7	8=7x4	9	10=9x4	11=4+(6+8) or 10	12=3x4	13=3x11
1	Providing Comprehensive maintenance of lifts as per the specifications/ conditions of contract complete with periodical inspection, routine maintenance, inspection of all safety devices, controls. Emergency back call service, replacement of faulty spares including nominal wear and tear												

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	of all regular items to run the lift smooth and trouble free including ARD and its batteries, infrared curtains etc., complete as per the specifications etc., as required.													
b) 8 Passenger Lift - 1 No AMENITY BLOCK G+3 Floor		24 Months	Month											
	Total ex . GST Rs.													

EXECUTIVE ENGINEER(E)

CONTRACTOR

IMPORTANT NOTE:

1. The firm shall be responsible to ensure that GST shown in the above columns are correct & Input Tax Credit for the amount shown above is admissible as per GST Act as amended up to date".
2. Tax Invoice /Bill should be pre-printed with all the details as per the requirement under the GST Act.

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3. The evaluation and comparison of responsive bids shall be done on the basis of Net cost to BSNL on the prices offered inclusive of packing, forwarding, freight and insurance charges etc., but excluding GST
4. The rates for all items of work shall, unless clearly specified otherwise, include cost of all labour, materials and other inputs involved in the execution of the terms as specified in the scope of work.
5. No advance payments can be made. Stipulations like levy of interest if payment is not made in a specified time are also not acceptable and the payment is governed by the normal BSNL practice.
6. Bidder must mandatorily quote for all GST components (CGST, SGST, IGST) AS APPLICABLE.
7. Bidders must mandatorily mention correct HSN/SAC codes.
8. The agency shall adhere to all statutory and labour laws as applicable
9. The Technicians carrying out the AMC should be competent and qualified by an authorised statutory body to handle LV/MV electrical system.

EXECUTIVE ENGINEER(E)

CONTRACTOR

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SPECIFICATIONS FOR WORK

A. GENERAL

1.0 SCOPE

- 1.1 Operation & maintenance of electrical services Technical/ Administrative/ Residential Building(s) as applicable in this contract means that all Electro Mechanical Services included in the schedule of work are kept in clean and working condition. Specific details of activities required with regard to each service are detailed under sections pertaining to those service/technical specifications.
- 1.2 Operation and maintenance of services shall be carried out as per instructions contained herein. All documents to be used shall be as per works instructions / forms & checklists, proforma schedules etc., forming part of the agreement and that are issued by from time to time. Services under operation shall be generally maintained clean.
- 1.3 Watch and ward of the installation under Operation shall be the responsibility of the contractor during contract period.
- 1.4 After the contract period is over the installation has to be duly handed over to the new agency along with the record of test results of equipments & associated items, under supervision of SDE (E)/JTO (E) in charge. However in general, installation is to be taken over by the agency for Operation within 15 days of award of work.

2.0 METHODOLOGY

- 2.1 It is presumed that contractor will provide minimum qualified staff at the site, which will be adequate to perform routine operational functions. For optimum utilization one person can be responsible for number of services. Also operation staff has to be available round the clock, round the Year even on holidays. However, strength may vary during day and night shifts. Scheme for staff employed shall be got approved by the Engineer-in-charge. Wherever the shifts/strength is indicated elsewhere in the specifications, the same shall be binding on the firm. 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 to the fault in minimum reasonable time without any extra cost.
- 2.3 At the start of work, firm shall prepare an inventory of service under operation jointly with J.T.O (E)/SDE (E), concerned.
- 2.4 Before start of the work complete equipments/services under scope of operation/maintenance shall be thoroughly examined by the agency jointly with SDE(E)/JTO(E) concerned. All Defects/discrepancies should be brought to the notice of the SDE(E)/JTO(E) in writing within first 15 days of award of work. Based on the type of preceding contract, the Defects/discrepancies agreed upon by BSNL shall be got attended by the outgoing agency or by BSNL itself. Since the material for maintenance/breakdown are to be separately measured, agency shall maintain a record of breakdown and carryout urgent works upon information to SDE(E)/JTO(E). For items not covered in the schedule of work depending upon the necessity and requirements, agency shall carryout the same under specific instructions of SDE (E)/JTO (E).
- 2.5 A complaint / fault Register as per **annexure- III** shall be kept up-to-date at site by the firm and the same shall be available for checking & verification.
- 2.6 Firm shall maintain records / logbooks as per annexure listed below

1	DETAILS TO BE SUPPLIED BEFORE STARTING WORK WITHIN 15 DAYS	Annexure II
2	COMPLAINT / FAULT REGISTER (model)	Annexure III
3	Program for periodical maintenance	Annexure IX
4	Actual periodical maintenance carried out in the month of	Annexure X
5	CERTIFICATE TO BE SUBMITTED ALONG WITH EACH BILL	Annexure XII

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- 2.7 If during the period of contract, any of the equipment(s) are added/ altered, the operation of those equipments/ services shall be done by the agency at no extra cost except for the situation where deployment of additional staff is required on a permanent basis to manage operation. Similarly in case of deletion of any of the equipment, no recovery shall be made except for the situation when strength of operator on shifts on daily basis is reduced. Wherever equipments are added or removed from comprehensive maintenance rates will be worked out from the similar class of item. Decision of SE(E) is final and binding in this regard.
- 2.8 The details in the annexure I (Inventory) are approximate to give an idea of services to be taken over for operation. Any variation on higher or lower side shall deem to be included at the initial take over. However the tenderers are advised to inspect the site (s) and make them acquainted before quoting.
- 2.9 For services under comprehensive maintenance, at the start of each month, the firm in consultation with the SDE (E) concerned shall prepare a Program for preventive maintenance to be carried out during the month as per annexure- IX. The actual maintenance carried out shall be recorded in annexure- X at the end of each month.

3.0 MAINTENANCE PERSONNEL

Service	Type	Skill requirements	No. of personnel	To be based at
<i>Operation of Substation & E/A set</i>	<i>Semi-skilled labour Three Shifts per day</i>	Minimum 10th Pass with Minimum of 3 Year experience, preferably in operation / maintenance of pump, Electrical Installation or attending electrical faults in industrial establishment	<i>Round the clock in shifts</i>	<i>Site of operation</i>

3.1 Wherever HT Sub-station is included in the scope of work, Operation & Maintenance of HT equipments shall have to be carried out under strict supervision of supervisor with valid permit / HT license for working in Tamilnadu / Pondicherry states.

3.2 The maintenance staff has to be available round the clock throughout the year even on holidays. Since the firm will be doing the operation of critical services such as Substation and standby genset, responsible & trained person(s) placed at site, should be able to take initial steps under emergency situation.

3.3 The firm shall maintain attendance register which can be inspected at any time by the SDE/JTO. The workman shall not leave the duty point, till his reliever has reported for duty. In addition to the attendance register, the firm shall abide by the attendance recording methods in vogue in the site of operation such as finger print scanning, punch card etc., which are available or will be installed by BSNL at a later date.

3.4 Agency shall issue identity cards to the workers and a list of personnel employed together with the copies of such identity cards should be submitted to SDE (E)/JTO (E) concerned. Before being posted at site police should be informed about the personnel and a copy of the intimation shall be submitted to SDE (E).

3.5 The workers engaged by firm should maintain proper discipline and good behavior with occupants. The firm shall remove such workers from the site whose behavior is found improper. Engineer – in – Charge’s decision shall be final and binding.

3.6 The firm has to supply details as per **annexure- II** of all the workers likely to be engaged by it before start of the work. The workers engaged by the firm should wear proper formal dresses with detachable badge indicating the name of the person and firm’s name.

3.7 The sitting arrangement for the staff engaged by the agency, space, water, telephone and electricity shall be made available by BSNL free of cost.

3.8 Provision of Supervisor to be made as per standard form of contract (EW8) which forms the part of this contract.

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3.9 The firm and their personnel shall follow the attendance guidelines / practices such as finger print identification,

3.10 The firm and their personnel shall also co-ordinate, operate and feed information on automatic data collection services/automation devices that will be introduced by BSNL at any date during the period of contract.

4.0 MATERIALS, TOOLS & PLANTS

4.1 **(A) Material** – Wherever the scope of work includes maintenance of complete installation on comprehensive basis i.e. no material will be supplied by the Department.

The minimum inventory of material as shown in the table below, required for smooth maintenance of installation shall be maintained at site. The inventory shall be from BSNL approved make wherever applicable. Items which are under comprehensive maintenance shall be maintained till such time BSNL decides to scrap and discontinue its usage, except in situations when the spare parts/components for the same is not available, product is discontinued from the market, obsolescence etc. .

a	36W Fl. Tubes	25 Nos
b	Electronic Ballast suitable for 36/40 W Fl.Tube	5 Nos
c	Starters for FL. Fittings	5Nos
d	Side holder for Fl. Fittings	5 Nos
e	2.5 mfd capacitor for ceiling fan	5 Nos
F	Step type electronic Fan Regulator	2 Nos
g	5-32 A Single Pole C series MCB	2 Nos
h	63A HRC fuse link	1 No
i	1.5sqmm copper flexible cable	25 Mtrs

4.2 Contractor shall comply with any inclusion/exclusion in the above items and/or their quantity depending upon site requirements. The decision of the Engineer in charge shall be final in this regard

4.3 The replacement of material shall be with the same rating and make as that of the original. The firm may also replace an item with energy efficient item wherever the same is available on intimation to JTO (E). However, in case of non-availability of a particular make, Engineer-in-charge will approve the alternate make.

4.4. Dismantled and unserviceable items for which a replacement is supplied, shall be removed from the site under intimation to the JTO(E).

4.5 .All materials shall be of approved make, model and capacity and shall be matching to the system. However, wherever approved makes are not readily available in the market and that there in urgency, matching makes may be provided with the approval of EE(E).

4.6 Invoice shall be produced in case of all major items etc. as a proof of genuine spares. Obsolete items not available in market can be repaired and re used.

4.7 The contractor shall maintain minimum inventories at site in addition to items/spares mentioned under specifications as section 4.0 above.

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4.8 (B) TOOLS & PLANTS:. All tools and plants, testing & safety equipments required for carrying out various tasks relevant to operation have to be arranged by firm at its own cost.

4.1.1. Wherever the firm is carrying out the Operation of equipment, the firm shall possess the following minimum T&P

- i. Insulated Screw Driver
- ii. Line Tester
- iii. Insulated Cutting Plier
- iv. Torch Light
- v. Waste Cloth
- vi. Ring and adjustable spanner -1 Set ; box spanners – 1set
- vii. Insulated Hand gloves
- viii. Test Lamps

4.1.2 In addition to the above, the firm shall generally possess the following T & P at their maintenance office according to the services covered under the scope.

GENERAL

- i. Crimping tool suitable for 6 Sq.mm To 300 Sq.mm Cable.
- ii. LT meggar
- iii. HT meggar
- iv. Earth tester
- v. Hammer
- vi. Blower for cleaning.
- vii. Tong tester.
- viii. Drilling Machine

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

4.3 The firm shall also coordinate with the JTO (E) / SDE (E) for carrying out energy audit/capacity test at site in respect of services maintained by the firm, in addition to collection /recording of data such as MD , number of units in total or for a particular load for a fixed period/ interval as instructed by JTO(E)/SDE(E).

4.4 The Firm/Contractor will provide the workers with necessary Testing and Safety Equipment.

4.5 While the work is taken over the firm shall be provided with fully replenished First Aid box and other safety devices such as artificial resuscitator, rubber mat. The firm shall ensure that the same is maintained and replenished during the period of contract. Normal wear and tear of these items is allowed.

Note:-1.The stocking/ storing arrangement of minimum inventory and T&P shall be the responsibility of the firm.

5.0 COMMERCIAL.

5.1 The tender must obtain himself on his own expenses, all the information necessary for the purpose of tendering, inspect the site and acquaint himself with all the local conditions, means of access to work and nature of work etc. No claim shall be entertained on this account.

5.2 Payment shall be made on quarterly basis and on submission of bill in printed letter head together with requisite certificate and documents as per **Clause 2** of Important instructions to Contractors.

5.3 The rates quoted must be full & final. Nothing extra is payable other than quoted rates. Clause10-CC shall not be applicable for this account.

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6.0 DAMAGES TO BSNL INSTALLATION:

6.1 Any damage to the installation(s)/building during the maintenance period due to the carelessness on the part of maintenance staff shall be the responsibility of firm/contractor & shall be replaced/rectified by the firm without any extra cost

6.2 Any accident or damage during /operation will be the responsibility of the firm/contractor & the Department will not entertain any claim, compensation, penalty etc. on this account or on account of non observance of any other requirement of law relevant to his work.

7.0 CURRENCY OF CONTRACT:

7.1 The currency of contract **shall be 24 months**. The Department reserves the right to terminate the contract by giving show cause notice of one-month duration at any time during the currency of the contract.

7.2 The Department reserves the right to extend the contract for a maximum period of six months (three months at a time) at the same rates & conditions, without the consent of the firm and beyond this period with mutual consent.

8.0 TERMINATION OF CONTRACT:

8.1 Right is reserved by BSNL for terminating the contract due to serious default. This includes major break down or accident or loss due to negligence on the part of firm or their workers, disobedience and abandoning the site etc. In such a case, Full Performance Guarantee shall be forfeited to BSNL. The decision of Superintending Engineer (E) in this regard shall be final and binding.

8.2 Right is reserved by BSNL for closure of the contract at any time by giving one month's notice for reasons not attributed to the Contractor. The decision of Executive Engineer shall be final and binding on the contractor for closure of contract and for which BSNL shall not entertain any claim.

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9 PENALTY FOR DEFICIENCY IN SERVICE:

SL NO	SERVICE	SERVICE CONDITIONS	PENALTY FOR DEFICIENCY IN SERVICE
2	Lift [applicable where items are under amc]	1. Where minimum of two Lifts sets are available, at least one Lift shall always be in healthy working condition. Failure to make available at least one Lift will attract penalty. 2. The standby Lift shall not be out of service for more than 3 days failing which penalty shall be imposed.	Rs.1,000 each instant Rs 2000/- per day/ lift

Note:

- (a) In case contractor fails to comply with preventive/ periodical maintenance schedules, penalty of **one month's bill amount per building** shall be imposed.
- (b) In case of major accident/ loss on account of negligence on part of the contractor, the contract shall be terminated and 10% (ten percent) of the tendered amount shall be recovered. Decision of Executive Engineer (E) shall be final and binding on the contractor.
- (c) Minimum inventory and T&P shall always be maintained and any loss/ worn-out inventory and/or T&P shall be recouped every month failing which penalty @ 1% of the bill amount per month shall be made for the period of lapse till the inventory is fully recouped.
- (d) ~~In case of absence of worker from the duty/site where operation is carried out, penalty shall be made @ Rs. 1000/- per day per person per shift. (Staff employed of less than the prescribed qualifications shall be treated as absent). The Decision of the Executive Engineer shall be final & binding. In case of persistent non wearing of badge by the operators, noticed and recorded in the relevant registers/records/conveyed in writing penalty of Rs.100/- per occasion shall be levied.~~
- (e) If the performance is found to be unsatisfactory (Such as non-recording of data, ~~continuous non-availability of staff at site~~, not informing in writing to the SDE(E)/JTO(E) the faults and/or defects requiring maintenance activity in time etc.,) noticed by the Officers during their site visits / test checks, penalty upto 5% of one month's bill for that service for that site shall be recovered. This is in addition to the penalty for specific deficiencies as per Clause(s) above.
- (f) Notwithstanding the compensation clause described above, BSNL reserves the right to take necessary steps for operation of the installation at the risk and cost of the contractor within a day's notice or as decided by the E-in-C, depending upon the graveness of the situation. BSNL also reserves the right to levy additional penalties, wherever deficiency in the work carried out by the firm results in loss to BSNL.

10.0 GENERAL CONDITIONS:

- 10.1 The contractor has to keep all the equipment ~~under operation~~ under maintenance neat and clean to avoid any accident and or fire hazards.
- 10.2 ~~Dates of earth test, refilling of fire extinguisher, servicing details of E/A set, Package ac plants / window / split ac units and sub station equipments (wherever applicable), shall be displayed at site as per annexure - XII~~

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~~attached. Dates of weekly, monthly, biannual / annual tests (wherever applicable), shall be displayed / recorded in relevant columns.~~

- 10.3 Contractor shall have a round the clock communication landline/ Mobile telephone number at Chennai. A complaint register shall be maintained as per annexure - III. Whenever any complaint is received, it shall be recorded and complaint no. shall be given to the complain. Disposal of complaint shall be recorded and monthly report shall be submitted to the SDE (E) concerned
- 10.4 If the complaint is covered under the scope of work, firm shall promptly attend to the same and record such action in relevant registers. Where action not covered under scope of work, the firm shall intimate the same to SDE(E)/JTO(E) in writing. Decision of Executive Engineer(E) shall be final and binding in this regard.
- 10.5 The Contractor will display on a board in a prominent place the important telephone numbers to contact.
- 10.6 The contractor shall not sublet the work or part thereof. However, services of specialized agencies for specific work can be obtained.
- 10.7 The contractor agrees that he 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 has no right to claim employment in BSNL.
- 10.8 BSNL reserves the right to carry out any work at the risk and cost of the contractor, if the agency fails to perform any duty as per the contract.
- 10.9 The firm will be doing the maintenance and /or operation of critical services like sub-station, fire fighting standby power etc. responsible and trained person(s) should be placed round the clock at site who could take initial steps under emergency situation.
- 10.10 Firm shall ensure **energy conservation** by switching - on the air-conditioner units /lights & fans etc only when required, wherever Operation is forming the scope of contract.
- 10.11 In case of Emergency, contractor and/or his authorized engineer or supervisor shall be available at site on short notice from Engineer-in- charge and make all efforts to make the situation normal at the earliest

11.0 DOCUMENTS TO BE MAINTAINED AT SITE/MAINTENANCE OFFICE

The contractor shall maintain following documents,

- 11.1 A complaint / fault register as per format given in **annexure- III**.
- 11.2 **Log Book:** log book in format approved by Executive Engineer (E) shall be maintained at site for the following components of work **(as per Annexure - IV to VIII)**.
- 1) Sub-Station (Both HT & LT) Annexure VI
 - 2) Packaged A.C. system. Annexure IV
 - 3) E/A set. Annexure V
 - 4) Pumps. Annexure VII
 - 5) Electricity bills. Annexure VIII
- 11.3 **Maintenance register:-** In this register, the agency will keep a record of daily, weekly, fortnightly, monthly, quarterly, & annual maintenance activities carried out by him including details of replacement / repair of any item. Such register shall contain records of maintenance activities in respect of each service separately in standard form.**(as per annexure- IX, X)**
- 11.4 **Report file:-** Containing all the test reports in original Viz. Oil test report, IDMT test report, E/A set service reports, A.C. package reports, reports on fire drill conducted etc shall be maintained at site.
- 11.5 **History register:** The firm shall record all major breakdown maintenance carried out by the firm like rewinding of motor / compressor / transformer / alternators/ major overhauling of engine etc.
- 11.6 **Inspection notes:** A file containing all inspection notes released by CE(E) / SE(E) / EE (E) / SDE (E) along with the action taken report on it shall be available at site.
- 11.7 **Maintenance card:** A maintenance card in standard proforma (as shown below) showing the history of maintenance activities undertaken shall be displayed for every equipment such as EA set, AC units, Sub-Station, AFD panel & Fire fighting system.

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FRONT SIDE OF CARD

SITE:-	AMC FIRM:-
EQUIPMENT:-	FIRM'S PH NO:-
CAPACITY:-	JTO (E)'S PH NO:-
MAKE & SL NO:-	SDE(E)'S PH NO:-

BACK SIDE OF CARD

DATE	NATURE OF FAULT	REPORTED TO	SIGN OF XGE INCHARGE	ATTENDED ON	SIGN OF MECHANIC	SIGN OF XGE STAFF

12.0 TEST CHECK BY THE FIELD ENGINEERS:

- 12.1 For the purpose of assessing the quality of service rendered by the firm against the above contract, the EE,SDE & JTO shall carryout inspection & test checks of the service/work under the contract periodically.
- 12.2 During these test checks they shall record any deficiency in the work. As per the principle of sampling, if service during sample test check is not found to be satisfactory, then penalty shall be imposed on the contractor as per the penalty clause no. 9.

13.0 Guarantee and Defect Liability

13.1 The guarantee for replaced components / equipments shall be valid for twelve months after successful commissioning. The contractor shall guarantee that all replaced components / equipments are free from any defects and also the equipments work with satisfactory performance and efficiency not less than the guaranteed values.

- Any part found defective during Guarantee period shall be replaced free of cost by the contractor. The service of the contractor's personnel, if required during this period shall be made available free of cost to the BSNL.
- In case the contractor fails to depute his representative to attend the fault within the time frame stipulated in various clauses or fails to cause remedial measure within reasonable time as decided during joint inspection, the BSNL may proceed to do so at the contractor's risk and expenses and without prejudice to any right of the BSNL to recover such expenses.

14.0 ENERGY CONSERVATION

BSNL is committed to reduction in energy bills by the way of energy conservation over a year by 12%. The contractor shall continuously monitor energy conservation measures to save energy bills with suitable testing using energy monitoring instruments at his own cost to meet the Energy Conservation Building Code.

The contractors shall co-ordinate with the departmental SDEs / JTOs while conducting Energy auditing of the buildings under maintenance for effective Energy Conservation.

The contractors are responsible for display of Energy conservation slogan stickers at prominent locations in the buildings under maintenance. The list of Energy conservation slogans as per **Annexure XI** shall be displayed by the firm at the respective locations and as directed by the JTO(E)/SDE (E) concerned.

~~Faulty chokes / fluorescent lamps / incandescent bulbs etc. shall be replaced by energy efficient items viz; electronic chokes, 36 watt fluorescent lamps, CFLs , LED lights etc.~~

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Burnt out fan motors shall not be repaired but replaced with higher efficiency motors of reputed make.

Energy efficiency of Package AC plants, AC units, EA sets (whichever is forming part of maintenance), shall be maintained within the benchmark value. The benchmark value shall be assigned by JTO (E)/SDE (E) after testing, with respect to the present conditions within 2 months from the date of handing over the services for maintenance. A 10% allowance shall be given for ageing while setting the benchmark itself. Energy efficiency report shall be submitted once every 6 months by the contractor. Reduction in Energy efficiency below the benchmark value shall result in suitable penalty as per the penalty clause.

INVENTORY

Annexure-I

S.No.	Name of the lift	Make	Year of Installation.	Qty	No. Floor
1	8 Passenger lift	OMEGA	2005	1 Nos	G+3

Annexure-II

DETAILS TO BE SUPPLIED BEFORE STARTING WORK WITHIN 15 DAYS

a) The following information to be pasted/displayed in a prominent location.

The AMC of Lifts in this building is carried out by

1.	Name of the Agency	
2.	Address	
3.	Person to contact	
4.	Telephone No.	
5	Contact Numbers of Operators (i) (ii) (iii)	
5.	Name of JTO(E) in-charge and his contact No.(landline & mobile)	
6	Name of the SDE(E) in-charge and his contact no.(landline & mobile)	

- In case of emergency please call: _____(Agency's Emergency Contact Number)____
or
- In case of no response call JTO (E)/SDE(E).

b) Details of staff to be deputed to site: To be furnished to JTO (E) along with qualification and antecedents certificate.

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Sl.no.	Name & Address	Qualification	Designation	To be stationed at
1.				
2.				
3				
4				

c) List of T&P

d)List of Inventory

e) Test details of the equipments taken over for maintenance and defects discrepancies noticed if any.

COMPLAINT / FAULT REGISTER (model)

The following information shall be pasted in front cover of the register

Name of work:

Name of contractor:

Agreement No:

Name of Sub-Division:

Location:

Complaint No.	Date & Time of complaint	Officer / section lodging complaint	Nature of complaint	Location	Time & Date of attending complaint vide service report no.	Cause of fault	Material used	Dated Signature of Firm's Representative	Dated Signature of SDE/JTO	Remarks

Note: The above format is general and addition/deletion of any of the data columns that may be required specific to particular site shall also be incorporated, with the approval of SDE(E)

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ANNEXURE – IX

	E.I & Fans	Pumps	Comp. Lighting	Lightning Cond.	S/Stn. & AVR	EA set	Fire Det. /Alarm	W/SAC/ Volt.St.	Package AC	Des.cooler/ Heater	Lifts	Fire Fighting
January							Fire drill	Filter cleaning & servicing	Filter cleaning & servicing	Cleaning of Tank	Cleaning lift car & Machine Room	Fire drill
February	Fan/Fixture cleaning						Fire drill	Filter cleaning & servicing	Filter cleaning, & servicing	Cleaning of Tank	Cleaning lift car & Machine Room	Fire drill
March							Fire drill & detector cleaning	Filter cleaning & servicing	Filter cleaning & servicing	Cleaning of Tank Pad changing	Cleaning lift car & Machine Room	Fire drill
April	Earth & insulation test	Earth & insulation test, oil insulation test	Earth & insulation test, OEM services	Fire drill	Earth & insulation test, Filter cleaning & servicing	Filter cleaning & servicing Earth & insulation test	Cleaning of Tank	Cleaning lift car & Machine Room	Earth & insulation test, OEM services, Fire drill			
May	Painting	Painting	Painting of poles etc.		Painting	Painting	Fire drill	Filter cleaning, Painting & servicing	Filter cleaning, & servicing painting	Cleaning of Tank Painting	Cleaning lift car & Machine Room	Painting, Fire drill
June							Fire drill	Filter cleaning & servicing	Filter cleaning & servicing	Cleaning of Tank	Cleaning lift car & Machine Room	Fire drill
July							Fire drill	Filter cleaning & servicing	Filter cleaning & servicing	Cleaning of Tank	Cleaning lift car & Machine Room	Fire drill
August							Fire drill	Filter cleaning & servicing	Filter cleaning & servicing	Cleaning of Tank	Cleaning lift car & Machine Room	Fire drill
September							Fire drill, detector cleaning	Filter cleaning & servicing	Filter cleaning, & servicing	Cleaning of Tank	Cleaning lift car & Machine Room	Fire drill

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October	Earth & insulation test	Earth & insulation test, oil, insulation	Earth & insulation test.	Fire drill	Filter cleaning, & servicing Earth & insulation test	Filter cleaning & servicing Earth & insulation test	Cleaning of Tank	Cleaning lift car & Machine Room	Earth & insulation test, OEM services, Fire drill			
November					Electrical Inspector report		Fire drill	Filter cleaning & servicing	Filter cleaning & servicing	Cleaning of Tank	Cleaning lift car & Machine Room	Fire drill
December					Relay Calibration		Fire drill	Filter cleaning & servicing	Filter cleaning & servicing	Cleaning of Tank	Cleaning lift car & Machine Room	Fire drill

The above chart shows yearly program schedule for reference. Actual Program based on the sites and the services being maintained, to be drawn up after award of work.

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ANNEXURE – X

ACTUAL PERIODICAL MAINTENANCE CARRIED OUT IN THE MONTH OF _____

Name of contractor: _____.

Agreement No. : _____.

Month: _____

Sr.no	Service	Activity as per quarterly plan	Date on which actual activity carried out	Result of the activity	Departmental representative	Remarks

1. **Certified that we have carried out maintenance properly as per schedule of work and as per terms and condition of the agreement and testing/drills etc. required during the period has been performed.**

Contractor's representative

Departmental representative

CERTIFICATE TO BE SUBMITTED ALONG WITH EACH BILL

1. CERTIFIED THAT WE HAVE CARRIED OUT THE PREVENTIVE MTCE. OF ALL THE SERVICES COVERED IN THE ABOVE CONTRACT SATISFACTORILY AND ALL THE SERVICES HAVE BEEN UNDER SATISFACTORY WORKING CONDITION EXCEPT THE FOLLOWING DUE TO THE REASONS MENTIONED AGAINST THE RESPECTIVE ITEM:

Sl.No	ITEM/SERVICES	REASONS FOR NON OPERATION

2. CERTIFIED THAT THE EQUIPMENTS FOR WHICH THE ENERGY EFFICIENCY PARAMETERS HAVE BEEN PRESCRIBED WERE MAINTAINED WITHIN THE PRESCRIBED BENCHMARK.
3. CERTIFIED THAT REQUIRED INVENTORY HAS BEEN REPLENISHED BY US.
4. CERTIFIED THAT WE HAVE REMITTED THE EPF SUBSCRIPTION FOR THE EMPLOYEES UPTO _____.

SIGNATURE OF CONTRACTOR

Counter signed by:

JTO(E)

SDE(E)

MAINTENANCE SCHEDULE

Passenger Lift

Part I

Scope of Maintenance

- a) Servicing of the lift shall be done once in a month.
- b) The firm's representative shall sign the lift log book maintained by the department.
- c) All servicing shall be done with the knowledge of the Engineer-in-charge. Any materials replacement shall also be carried out with the prior knowledge of the Engineer-in-charge.
- d) Break down calls should normally be responded to within a reasonable period. If any breakdown call remains unattended for a period exceeding 24hours, prorata recovery shall be made from the AMC charges payable to the firms for the No. of days the lift remain unattended.
- e) The comprehensive maintenance liability shall cover all materials which are part of the lift operation.
- f) Components of the lift shall be checked as per the detailed lift maintenance schedule for monthly operation etc.
- g) Annual safety test shall be carried out once in a year.
- h) The scope of maintenance in this contract is carrying out comprehensive maintenance of passenger lifts and its associated items forming part of lift including on holidays.
- i) Ensure smooth working of lifts, keeping installation clean and performing preventive maintenance and attending to emergency breakdown.

Task (Part-II) responding to alarms to avoid serious damage.

Part II Maintenance schedule to be followed

1. As indicated in the maintenance schedule.
2. Main log book in the form required by maintenance-in-charge.
3. Record of time when any break down occurs in a unit and when it is rectified is to be maintained.
4. The system should be kept in clean and healthy conditions.

Part-III Materials

All the materials required for running the Lift in healthy condition i.e car enclosure, door closers (incase of flush doors) gear unit, gear box oil, (which replaceable once in a year regularly), Main suspension ropes, OSG Rope, V3F units, ARD system including batteries, doors, frames and sills, indicators, landing and car Push button switches, dry cells, alarm bell buzzer, all bolts and nuts, lift main Motor, door motor, break and brake magnet coils, Retiring cam unit, controller parts comprising contactors, Thermal overload Relays, Gate Lock units, Limit Switches, Wires Trailing Cables, acceleration switches, all safety devices .

MAINTENANCE SCHEDULE – PASSANGER LIFTS

TASKS

Monthly

- i) Ensure all units are in working order
- ii) Checking control accessories
- iii) Check car & landing buttons
- iv) Check indication display of car and landing
- v) Check safety points
- vi) Check the leveling
- vii) Check gear oil level & lubrication of main motor and car door motor bearings
- viii) Check selection apparatus
- ix) Check brake drum, brake shoe, brake spring
- x) Lubricating pulley, ropes, governor,
- xi) Check car gate and landing gate shoes
- xii) Check leakage of oil
- xiii) Check emergency light and hooters
- xiv) Check car telephone and readiness of emergency operations
- xv) Cleaning of door guide shoe and grooves of sill
- xvi) Cleaning of machine room
- xvii) Check motor current, V3F drive
- xviii) Check guide rails, shoes etc

CHECK FOR

1. Abnormal noise
2. Abnormal heating of any component
3. Vibrations
4. Any Breakage/leakage

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LIST OF APPROVED MAKES-BSNL ELECTRICALWING

Sl. No.	Item	Makes
1	Engine	Ashok Leyland/Cummins/ Caterpillar/ KOEL/ VolvoPenta/Mahindra&Mahindra(upto40KVA)/Escorts(upto30KVA) /Eicher(upto20KVA)
2	Alternator (Brushless)	Crompton Greaves(AL.series)/KEC/ Leroy Somer/Stamford/Jyoti Ltd
3	Battery(Lead Acid/ Maintenance Free)	AmaraRaja/AMCO/Farukawa/Hitachi / Exide/Prestolite/Standard
4	HV Switchgear (Vacuum Circuit Breaker/SF6)	BieccoLawrie/Crompton/Kirloskar/ MEI/ JyotiLtd
5	Transformer(Oil filled /Dry type)	ABB/Schneider Electric/Andrew Yule/ BharatBijlee/Crompton/EMCO/ Kirloskar /Siemens
	a)Above400KVA	
	b) Upto400KVA	Inadditiontoabovemakes, Uttam/AutomaticElectric Gear(AEG)/Patson/Rajasthan Transformerand switchgear
6	Air Circuit Breaker	L&T/Schneider Electric/Siemens
7	MCCB(Ics=Icu)	L&T/Schneider Electric/Siemens
8	SDF units	L&T/Schneider Electric/Siemens/ HPL/Havells
9	Power Contactors	L&T/Schneider Electric/Siemens/ Lakshmi (LECS)
10	Change Over Switch	HPL/Havells/H-HELcon
11	Intelligent APFC Relay	L&T/EPCOS(Siemens)/SchneiderElectric/ NeptuneDucati/Syntron/ABB
12	Bus Bar Trunking / Sandwiched Bus Duct	Moeller/L&T/Schneiderelectric/ABB/Legran /Zeta
13	Power Capacitors(MPP/APP)	L&T/EPCOS(Siemens)/ABB/Crompton/ Schneider Electric/NeptuneDucati
14	Digital/KWH meter	SchneiderElectric/AE/Digitron/IMP/Meco/Rishabh/ Universal/HPL/L&T/ABB
15	Cold shrink HT/LT Cable Joint	Denson /3M(M-Seal)/Raychem
16	Rubber Matting	ISImark
17	MCB/ isolator/ELCB/RCCB/ Distribution Board	Crompton/ Havells/Indokopp /MDS Legrand/L&T/SchneiderElectric/ Siemens/Standard/C&S/ABB/HPL
18	MS/ PVC Conduit	ISImark
19	Cable Tray	MEM/Bharti/Ratan/Slotco/Profab
20	HT/LT Cables	ISImark
21	PVC insulated copper conductor wire	ISImark

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22	CentrifugalPump	Amrut/BE/Beacon/Batliboi/ Crompton/Jyoti/Kirloskar/KSB/ Mather &platt/WASP/Grundfos
23	SubmersiblePump	Crompton/Amrut/BE/Calama/ Kirloskar/KSB
24	Motors	ABB/BharatBijlee /CromptonGreaves/ SchneiderElectric/HBB/KEC/ Siemens/JyotiLtd
25	FreshAirFans	GE/Khaitan/Almonard/Crompton
26	Starter	ABB/BCH/SchneiderElectric/L&T/ Siemens/
27	SinglePhase Preventer	L&T/Minilec/Siemens/Zerotrip
28	GI/MSPipe	ATC/ATL/BST/GSI/ITC/ITS/IIA/ JST/Jindal/TTA/Tata/Zenith
29	FootValve	ISImark
30	GateValve	Advance/Audco/Johnson Controls/Zoloto/Annapurna/Fountain/ Kirloskar /Leader/Sant/Trishul
31	Compressors	Carrier/Emersoncopeland/York/Danfoss(forchillersonly)
32	ResinBondedGlass wool	FibreGlass/Pilkingston/UPTwiga
33	ExpandedPolystyrene	BASF(India)Ltd.
34	Gauge	Feibig/H.Guru/Pricol
35	Controls	FLICA/Honeywell/Indfoss/Penn- Danfoss/Ranco/anutrol/Sporland
36	Fine Filters	AnfiltraEffluent/ARW/Athlete/Airtake/ Dyna/Kirloskar/Puromatic/Purafill/Purolator/Tenacity
37	GI Sheet	HSUJindal/National /NipponDenro/ Sail/Tata
38	Heat Detector	Appollo/Chemtron/Edward/Fenwal/ Hochiki /Nitton/SystemSensor/ Wormald/HoneywellEssar/Notifier
39	Ionization Detector	Appollo/Cerebrus/Edward//Fenwal/ Hochiki/Nitton/SystemSensor/ Wormald
40	PhotoElectricSmoke Detector	Appollo /Cerebrus/Edward/Fenwal/ Hochiki/Nitton/Wormald
41	Fire Panel (Microprocessor based)	AgniInstruments/AgniDevices/ArunaAgencies/CarmelSensor/Ravel Elect./Honeywell Essar/Notifier/NavinSystems
42	Sprinkler/HoseReel&HosePipe	ISImark
43	FireExtinguisher	ISImark
44	Lift	OTIS,Kone,Mitsubishi, Schindler,Johnson

Contractor

Executive Engineer(E)

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LIST OF INDIAN STANDARDS

- I.S.277 Galvanized steel sheets.
- I.S.325 Three Phase Induction Motors
- I.S.655 Metal Air Ducts
- I.S.732 Code of Practice for Electrical Wiring and fittings for Buildings.
- I.S.778 Gun Metal Gate, Globe and Check Valves for general purposes.
- I.S.900 Code of Practice for Installation and Maintenance of Induction Motors.
- I.S.996 Single Phase small AC and Universal Motors.
- I.S.1239 Mild Steel Tubes, G.I. Pipes, Tubular and other wrought steel fittings.
- I.S.1248 Direct Acting Electrical Indicating Instruments.
- I.S.1520 Horizontal Centrifugal Pumps for clear, cold and fresh water.
- I.S.1554 PVC Insulated (heavy duty) Electrical Cables (Part-I) for working voltages upto and including 110 volts.
- I.S.2372 Timber for cooling towers.
- I.S.2516 AC Circuit Breakers.
- I.S.2592 Recommendation for Methods of Measurements of Fluid flow by means of Orifice Plates and Nozzles.
- I.S.1822 Motor Starters of Voltage not exceeding 1000 volts.
- I.S.2208 HRC Cartridge Fuse – Links upto 650 volts.
- I.S.3589 Electrically welded steel pipes for water, gas and sewage.
- I.S.3624 Bourden Tube Pressure and Vacuum Gauges.

- I.S.4047 Heavy Duty air break switches and composite units of air break switches and fuses for voltage not exceeding 1000 volts.
- I.S.6392 Steel Pipe Flanges.
- I.S.7403 Code of Practice for Selection of Standard Worm and Helical Gear Boxes.
- I.S.8148 Specification for packaged air conditioning.
- CPWD General Specifications for Heating, Ventilation & Air conditioning (HVAC)-2004

IMPORTANT NOTE

All references to I.S.I. appearing in this specification may be read as Bureau of Indian Standards, Latest amended versions.

LIST OF SAFETY STANDARDS

- I.S.618 Code of Practice for safety and health requirements in Electrical and Gas Welding and Cutting Operations.
- I.S.659 Safety code for Air Conditioning.
- I.S.660 Safety code for Mechanical Refrigeration.
- I.S.3016 Code of Practice for Fire precautions in welding and cutting operations.
- I.S.3210 Code for Safety procedures and practices in Electrical works.
- I.S.3696 Safety for Scaffolds and Ladders.

Contractor

Executive Engineer(E)

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PROFORMA OF SCHEDULES

(Operative Schedules to be supplied separately to each intending tenderer)

SCHEDULE 'A'

Schedule of quantities : Attached

SCHEDULE 'B'

Schedule of materials to be issued to the bidder: Nil

SCHEDULE 'C'

Tools and plants to be hired to the bidder: Nil

SCHEDULE 'D'

Extra schedule for specific requirements/documents for the work, if any: Nil

SCHEDULE 'E'

Schedule of components of Materials, Labour etc. for escalation: Nil

SCHEDULE 'F'

Reference to General Conditions of contract :

Name of work:	As per NIT notification page
Estimated cost of work:	
Earnest money:	
Security Deposit and performance Guarantee	

General Rules & Directions: Officer inviting tender: Executive Engineer (E)
Electrical Division-I
Chennai

Definitions:

2(v) Engineer-in-Charge Executive Engineer (E), ED-I, Chennai
 2(vi) Accepting Authority SE (E), Electrical Circle -II, Chennai
 2(x) Percentage on cost of materials and labour to cover all over heads and profits 10% (TEN)

CLAUSE 5

Time allowed for execution **24 Months**

Authority to give fair and reasonable extension of time for completion of work: SE (E), EC-II, Chennai

Competent Authority for deciding reduced rates: SE (E), EC-II, Chennai

Clause 25

Competent authority for conciliation: SE (E) not in-charge of the work.

BSNL EW-8
Bharat Sanchar Nigam Limited
Electrical Wing

Electrical Division: I, Chennai

Sub Division: Vi, Chennai

1. I/we have read and examined the notice inviting tender, schedule, specifications applicable, Drawings & Designs, General Rules and Directions, Conditions of Contract, clauses of contract, special conditions, Schedule of Rates and other documents and Rules referred to in the conditions of contract and all other contents in the tender document for the work.
2. I/We hereby tender for the execution of the work specified for BSNL within the time specified, schedule of quantities and in accordance in all respects with the specifications, designs, drawings and instructions and other documents and Rules referred to in the conditions of contract and all other contents in the tender document for the work.
3. I/We agree to keep the tender open for ninety (90) days from the due date of submission thereof and not to make any modifications in its terms and conditions.
4. If I/We, fail to commence the work specified, I/We agree that the said BSNL shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely and the same may at the option of the competent authority on behalf of BSNL be recovered without prejudice to any other right or remedy available in law out of the deposit in so far as the same may extend in terms of the said bond and in the event of deficiency out of any other money due to me/us under this contract or otherwise.
5. Should this tender be accepted, I/We agree to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein and to carry out such deviations as may be ordered upto maximum of percentage mentioned in clause 12.3 of the tender form and those in excess of that limit at rates to be determined in accordance with provisions contained in clause 12.2.
6. I/we agree to furnish to BSNL, Deposit at Call receipt/FDR/ Bank guarantee of a Nationalized/ Scheduled Bank for an amount equal to 5% of the of the contract value in a standard format within two weeks from the date of issue of award letter. I/We agree to keep the performance bank guarantee valid as per the BSNL terms and conditions.
7. I/We hereby declare that I/We shall treat the tender documents drawings and other records connected with the work as secret/confidential documents and shall not communicate information/derived there
8. \from to any person other than to whom I/We am/are authorized to communicate the same or use the information in any manner prejudicial to the safety or interest of BSNL.

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<p>Signature of Witness (required in the case of bidder's thumb impression is given by the bidder in place of signature) Occupation of Witness :</p>	<p>(Signature of bidder) (Name & Postal address)</p> <p>Seal of Bidder</p> <p>Date:</p>
--	--

Acceptance of Tender

The above tender (as modified by you as provided in the letters mentioned hereunder) is accepted by me
for and on behalf of BSNL for a sum of Rs.

_____ Rupees _____)

The letters referred to below shall form part of this contract Agreement

- a)
- b)

For & on behalf of BSNL

Dated

Signature :
Designation :