

**BHARAT HEAVY ELECTRICALS LIMITED  
15TH FLOOR CENTRE - I, W.T.C.  
CUFFE PARADE, MUMBAI - 400 005**

**TENDER FOR COMPREHENSIVE ANNUAL  
MAINTENANCE CONTRACT  
FOR AIR CONDITIONERS**

**TENDER SUBMISSION DATE: UPTO 18.08.2009 (3.30 p.m.)**

RE:MUM:HRD:AC 0232:

27.07.2009

Control No.

Signature :

Dear Sir,

**Sub: Comprehensive Annual Maintenance Contract for Air conditioners**

Bharat Heavy Electricals Limited, a Govt. of India Undertaking has its Regional office at 14th/15th floor, World Trade Centre - I, Cuffe Parade. BHEL intends to enter into a rate contract for comprehensive maintenance of air conditioners at its office and transit flats situated near Churchgate / Cuffe Parade.

Number of ACs to be covered : 21 nos.

Location :

- a) 14th/15th floor, World Trade Centre : 7 nos.
- b) Jolly Maker Apt. Cuffe Parade : 1 no.
- c) Mistry Court GH, Churchgate : 6 nos.
- d) Khetan Bhavan GH, Churchgate : 5 nos.
- e) Airport Office, Sahar : 2 nos.

**Scope of Work :**

It will be a comprehensive maintenance contract including repair, replacement and maintenance of all the items connected with air conditioning systems including the voltage stabilizers and all the spares i.e. running / starting capacitors, over load protectors, relays, 3 core wires, metal clad plug, suction filters, replacement of fan motors, compressors and gas charging, replacement of heating elements, RCV and automatic voltage stabilizers etc.

Dismantling and installation of the ACs including all labour service charges, transportation to and fro from the office to your workshop and back also is covered under the contract.

Details of maintenance services desired are listed in sl.no. 3 of techno-commercial bid.

**Inspection of Air conditioners :**

All the ACs are in working condition. The comprehensive maintenance contract shall be awarded on 'as is where is' basis. The tenderers may inspect the machines and satisfy themselves if they desire to do so on any working day between 10 a.m. to 4 p.m. upto 29.06.2007 with prior intimation on telephone no. 2218 51 99 / 2218 20 08 before submission of offer.

Tender is in two parts i.e.

**Technical Bid - Part 'A' - Envelope - 1**

**Price Bid - Part 'B' - Envelope - 2**

The formats for both the parts are enclosed herewith. Both the bids should be sealed in independent envelopes with the label as 'Technical Bid' and 'Price Bid'. Both the envelopes to be sealed in another envelope along with covering letter and superscribed with '**Tender for Annual Maintenance Contract for Air conditioners**'.

Evaluation of the tenders shall be based on fulfillment of essential criteria, general and technical conditions and most competitive offer.

BHEL reserves the right to split the contract on equitable basis among more than one party. BHEL also reserves the right to reject any or all the offers without giving any reasons thereof.

While submitting the tender it will be deemed that party has read, understood and accepted / remarked on the terms and conditions of the tender forms. Clarifications about the tender specifications / terms and conditions may be sought on telephone no. 2218 51 99 / 2218 20 08.

The tenders are to be submitted at 15th floor tender box on or before 18.08.2009 (3.30 p.m.) addressed to Dy. General Manager (HR), Regional Operations Division, Bharat Heavy Electricals Limited, 15th floor, Centre - I, World Trade Centre, Cuffe Parade, Mumbai - 400 005.

Offers through telegram / fax shall not be acceptable.

Thanking you,

Yours faithfully,  
For Bharat Heavy Electricals Limited,

(Ajit Sinha)  
Dy. General Manager (HR)

Encl:

1. Technical Bid
2. Price Bid

**TECHNO COMMERCIAL BID – PART ‘A’ – ENVELOPE 1**

S.No.	Description	Acceptable / Not Acceptable
1	<p><b>Contract Period :</b> The contract for maintenance of air conditioners shall be for a period of one year with a provision for extension by one more year at the same rates, terms and conditions.</p>	
2	<p><b>Notice Period :</b> Successful bidder shall be given only one week notice for the start of the work.</p>	
3	<p><b>Maintenance :</b> All the airconditioners shall be covered by comprehensive maintenance rate contract for :</p> <p>a) Monthly Routine check up during 1<sup>st</sup> week of every month and maintenance to cover :</p> <ul style="list-style-type: none"> <li>i) Checking, oiling and greasing of motor</li> <li>ii) Ground connections</li> <li>iii) Main plug connections</li> <li>iv) Cleaning of blower condenser fans</li> <li>v) Cleaning of air filter</li> <li>vi) Cleaning of the equipment</li> <li>vii) Cleaning of evaporator /condenser coils</li> <li>viii) Tightning of nuts and bolts</li> <li>ix) Checking of cooling efficiency with temperature recorder</li> <li>x) Checking of inbuilt voltage stabilizer, if any.</li> <li>xi) Cleaning of water tank and water tray with proper detergents every month</li> </ul> <p>b) Break down / repair maintenance (To be attended within 24 hours of reporting)</p> <ul style="list-style-type: none"> <li>i) Repair of motors including replacement</li> <li>ii) Replacement of compressor (repair of compressor not permitted)</li> <li>iii) Repair / replacement of fan motors, selector switch, starting capacitor, starting relay, RCV, thermostat, selector switch and voltage stabilizer</li> <li>iv) Refilling of gas, if required</li> <li>v) All related activities i.e. dismantling, installation, transportation to workshop and back etc.</li> </ul>	

4	<p><b>Security Deposit :</b></p> <p>Party has to deposit security deposit at the rate of 10% of the quoted annual contract value. Security deposit may be furnished in any of the following forms:</p> <ul style="list-style-type: none"> <li>i) Cash (as permissible under the Income Tax Act)</li> <li>ii) Pay order, Demand Draft in favour of BHEL.</li> <li>iii) Local cheques of scheduled banks, subject to realization.</li> <li>iv) Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras etc., (Certifications should be held in the name of contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).</li> <li>v) Bank guarantee from scheduled banks / public financial institutions as defined in the Companies Act. The bank guarantee format should have the approval of BHEL.</li> <li>vi) Fixed deposit receipts issued by scheduled banks / public financial institutions as defined in the Companies Act. The FDR should be in the name of the contract, A/c. BHEL duly discharged at the back.</li> <li>vii) Security deposit can also be recovered at the rate of 10% from the running bills. However, in such cases 50% of the security deposit should be paid before the start of the work and the balance 50% may be recovered from the running bills.</li> <li>viii) The security deposit shall not carry any interest.</li> <li>ix) Security deposit in normal case will be refunded after three months of expiry of successful contract.</li> </ul>	
5 *	<p><b>Shop and Establishment Certificate :</b></p> <p>Copy of the Shop and Establishment Certificate may be enclosed with the offer.</p>	
6	<p><b>Indemnity :</b></p> <p>The party shall indemnify BHEL for all the losses / damages occurred during the operation of the contract.</p>	
7	<p><b>Work order :</b></p> <p>A separate Work Order shall be issued by BHEL for covering the execution of the work.</p>	

8	<p><b>Arbitration :</b></p> <p>If any time, any questions, disputes or differences what so ever arising out of or in any way concerning the contract between BHEL and the Contractors, the same shall be referred to the sole arbitrator i.e. General Manager, BHEL, ROD, Mumbai or nominee appointed by him in writing.. The award of the arbitrator shall be final and binding on both the parties.</p>	
9	<p><b>Payment Terms:</b></p> <p>Quarterly bills shall be paid within 15 days from the date of submission. No advance payment shall be considered.</p>	
10	<p><b>Validity of the offer :</b></p> <p>Two months from the due date of submission.</p>	
11 *	<p><b>Performance Certificate :</b></p> <p>Copy of Performance certificate, if any, from Government / other Corporates may kindly be attached.</p>	
12	<p><b>Servicing Time :</b></p> <p>The party to ensure the servicing of the air conditioners to the following time schedule :</p> <p>a) Minor repairs i.e. electrical connections, cleaning, replacement of plug etc., - two days</p> <p>b) Major repairs i.e. repair / replacement of compressor, fan motor, gas charging etc., (including repairs at workshop) - five days.</p> <p>Beyond the above period, penalty as per clause (13) will be applicable. Also refer clause no. 3(b) above. If any problem is not attended within 24 hours, the time schedule for (a) and (b) of this clause will be reduced accordingly.</p>	
13	<p><b>Penalty :</b></p> <p>For unsatisfactory / non-performance of the unit, deduction at the rate of 2% per day per unit of the monthly contract value prorata for the days machine remains non-functional beyond the permissible period of 2 days or 5 days as per clause no. 12 above and shall be adjusted from the running bills.</p>	

14	<p><b>Risk Purchase :</b></p> <p>For the poor performance with three notices BHEL reserves the right to get the job done through any third party at your cost and risk. Financial liability shall be adjusted from the running bills.</p>	
15	<p><b>Cancellation of Contract :</b></p> <p>BHEL reserves the right to terminate the contract by giving 15 days notice in writing in case the services are not found satisfactory and forfeit the security deposit.</p>	

\* Documents to be enclosed with the Technical Bid, Part 'A' – Envelope 1.

Signature of the Tenderer

Name :

Designation :

Seal :

## TECHNICAL BID – PART ‘A’ – ENVELOPE 1

### ESSENTIAL CRITERIA FOR THE TENDER :

1	Name and address of the Party with details of Chief Executive, telephone no., fax no., and email.	
2	Address of the workshop (owned / leased / rental)with number of employees and list of equipments available.	
3	Existing contracts with minimum 3 customers covering 50 air conditioners (copies to be attached without price reference)	
4	Permanent Account Number (PAN No.) Copy to be enclosed.	
5	Service Tax Registration Copy to be enclosed.	

Signature of the Tenderer

Name :

Designation :

Seal :

## PRICE BID – PART ‘B’ – ENVELOPE 2

Existing number of Airconditioners are as under :

Location	Window ACs	Split ACs
World Trade Centre 14 <sup>th</sup> floor	2	1
World Trade Centre 15 <sup>th</sup> floor	3	1
Airport Office, Sahar	2	-
Jolly Maker Apartments, Cuffe Parade	-	1
Mistry Court Transit Flat	-	6
Khetan Bhavan Transit Flat	-	5
<b>Total</b>	<b>7</b>	<b>14</b>

The number of Air conditioners given are indicated on the existing status and may vary from time to time without any contractual / legal obligations on part of BHEL.

### Rate per month :

For Window Air conditioner : (In figures) Rs. Per AC  
(In words) Rupees

For Split Air conditioner : (In figures) Rs. Per AC  
With remote control (In words) Rupees

1. Service Tax as applicable will be extra.
2. TDS as applicable to be deducted from the bill.
3. Payment will be made once in a quarter.
4. Monthly check up report / break down maintenance for each airconditioner signed by BHEL representative shall be a part of the bill.

Signature of the Tenderer

Name :

Designation :

Seal :

To :

M/s. Bharat Heavy Electricals Limited,  
15<sup>th</sup> floor, World Trade Centre – I,  
Cuffe Parade,  
Mumbai – 400 005

Dear Sirs,

Sub: Your tender no. RE:MUM:HRD:AC 0232 dated 22.07.2009

With reference to your above tender, we hereby confirm that all the terms and conditions of your above tender are acceptable to us and our offer is based on the same.

We have submitted the price bid in your price bid format only without any deviations / conditions.

We also confirm that if any deviations / conditions in the Price Bid is mentioned, the same will not be entertained by BHEL.

Thanking you,

Yours faithfully,