

**Annual Maintenance Contract (comprehensive in nature) for Storage type Water Cooler-Cum Purifier 80 Ltr. & 120 Ltr. capacity for two years.****1. SCOPE OF WORK:**

- 1.1 Scope of work includes two year Preventive maintenance, Breakdown maintenance throughout the contract period, Tank cleaning, repair/replacement of defective items i.e. Condenser fan motors, Relays, Starting & Running Capacitors, Fan Blade, Faucets, Thermostat, Switches, Knobs, UV Lamp, PCB, etc. including replacement of defective/burnt Hermetically sealed Compressors and top-up/refilling of refrigerant gas for continuous operation of the water cooler units. All the spares/parts shall be in the scope of contractors, only consumable items (Filters only) will be provided by BHEL.
- 1.2 Total quantity of Water cooler cum purifier for AMC for one year = 255 Nos. as per following details.

S. No.	Water cooler cum purifier's Capacity (Ltrs.)	Make / Locations				Qty.
		Aquaguard		Protect Aqua		
		In factory premises	In Township	In factory premises	In Township	
A	B	C	D	E	F	G
1	80 Ltr.	56	9	24	9	98 Nos.
2	120 Ltr.	107	21	23	6	157 Nos.
				TOTAL (Nos.)		255

Note:- The quantity of Water cooler cum purifier are indicative only & may vary during contract period.

3. DETAILED SCOPE OF WORK:**3.1.0 PREVENTIVE MAINTENANCE:**

- 3.1.1 The Contractor has to carry out the scheduled preventive maintenance/overhauling twice in a year.
- 3.1.2 Overhauling will include, cleaning of water tank, cleaning the Condenser Coils, Oiling/greasing the Fan-Motor, Checking of Fan-Blades, etc. tightening all the electrical connection, cleaning of Bag/Pre-filter attached with m/c (if any), checking the operation of Thermostats & minor repairing of Base and Outer Body if required, etc. Checking the Compressor & refrigerant gas in the system. During overhauling if any part found defective, it has to be replaced.
- 3.1.3 If complaint not registered in continuous three months for individual m/c, then general servicing has to carry out. It includes cleaning of Tank, Bag-filter & Internal-filters. Cooling status also to be checked. If any discrepancy observed, same has to be rectified/replaced.

3.2.0 ATTENDING TO BREAKDOWN:

- 3.2.1 On the receipt of on-line/requisition/telephonic complaint from the user division, the complaint will be recorded. The Contractor's authorized Technician has to take the complaints. The work has to be attended on the same day & have to report the status/completion of the complaints to AC section.
- 3.2.2 Un-Completed work has to be taken for next day on priority. All the complaints have to be taken on first come first serve basis. If any urgent complaint, as instructed by the higher officer of the department, will be taken up on top priority.



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- 3.2.3 The breakdown reports will be received directly from AC section, during General shift timings i.e. 8.00AM to 5.00PM) However, any emergency calls from Kasturba hospital/ Guest House or any other areas will have to be attended on priority, other than normal working hours and on Holidays. All breakdowns will be attended promptly and on completion, report has to be signed by user deptt.
- 3.2.4 Duty timings of technicians must be synchronized with BHEL's General shift (8.00 a.m. to 5.00 p.m.) and Working days.
- 3.2.5 As far as possible all breakdowns are to be attended & cleared on daily basis. For all minor repair, the units must be repaired at the site, only.
- 3.2.6 The parts requiring replacement shall be identified and shall be replaced immediately at the site, with intimation to A.C. section.
- 3.2.7 The Water cooler cum purifier units taken for repairing, must be returned to the Original location in working conditions within 5 working days and for Compressor replacement/Gas charging within 7 working days.
- 3.2.8 In case of emergency/urgent breakdowns at any point of time, the contractor has to detain their staff and attend the breakdown after 5: 00 PM. BHEL will not pay any compensation on this account.

4. PRECAUTIONARY MEASURES TO PREVENT COMPRESSOR FAILURES:

- 4.1 Contractor must ensure the all electrical and mechanical spares such as Relay, OLP, Capacitors, Faucets, Thermostat, etc. should not be by-passed & should be positively incorporated in the circuit to ensure satisfactory performance of Water cooler cum purifier Units.
- 4.2 No spurious/ sub-standard accessories must be fitted, neither any required item must be removed from the Water cooler cum purifier Units

5. SUPPLY OF SPARES BY CONTRACTOR:

- 5.1 Contractor must maintain the required tentative spares at our works during the period of contract for quick resolutions of breakdowns on priority.
- 5.2 The Contractor has to keep necessary tools & tackles at sites i.e. inside & outside BHEL factory for servicing and breakdown maintenance.
- 5.3 All consumable materials & spares must be taken inside by the contractor through delivery challan, duly recorded by CISF at gate no 9, and one copy of the same must be deposited with in-charge AC section. The gas cylinders, tools & tackles, and all other non-consumable items must be taken inside by Self-declaration challan format of CISF and must be preserved for returning the same after the contract period. The properties of BHEL such as Motors, Compressors etc must be taken outside for repair through BHEL's returnable gate pass and it must be returned within 7 days. After returning the material, the same gate pass must be cleared within stipulated date as mentioned in the pass and must be deposited with In-charge, AC section. At the time of final settlement of payment, Contractor have to ensure clearance of all the Gate Passes & give an understanding that if any dues are there in the part of the Contractor, the same will be deducted from the SD deposited with BHEL.



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6. SHIFTING OF EQUIPMENTS:

6.1 During the contract period, the Water cooler cum purifier may be required to be shifted from one location to another within factory premises as well as to outside locations. Accordingly, the Water cooler cum purifier shall be shifted from one locations and commissioned to new locations as and when required by BHEL.

7. Civil & Electrical work for installation of Water cooler cum purifier shall be done by BHEL, by rest of the work for proper installation for Water cooler cum purifier units will be in the scope of contractor .

8. SCHEDULE FOR RATES

8.1 In the format enclosed at annexure-A :Schedule for rates , the bidder has to quote their annual comprehensive contract rate.

9. IDLE HOURS OF UNITS.

9.1 All daily complaints will be attended by the contractor on the day of reporting and no pending complaints will be allowed to be carried over to next day without sufficient reasons and this should be brought to the notice of Air-Conditioning In-charge before closing of days. All major complaints will be reported by the contractor to the In-charge of the section & completed at the earliest.

10. PENALTY

10.1 For Units - Units remaining un-repaired or un-serviced more than 05 working days for any other reasons & more than 07 working days in case of replacement of faulty compressor, the firm is liable to be penalized @500/- day, which is more than the deviation period, will be deducted from contractor's bill.

10.2 Complaint registration day will not be consider for counting of penalty days due to some complaint has registered in late hours / second shift.

10.3 For Manpower - Penalty shall be applicable, if attendance is less than 80% of working days (Sunday & Holiday will not be consider as working days) for the individual manpower during the billing period.

10.4 Penalty will be imposed & deducted @ Rs.300/- per day for period of non-deployment of manpower, which is less than 80% of working days only, from contractor's bill

10.5 Additional manpower shall be allowed to compensate the absence within the billing period.

10.6 Maximum penalty amount will be limited up to 10% of contract value.

10.7 GST shall be charged extra on penalty amount.



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11. FACILITIES THAT CAN BE MADE AVAILABLE BY BHEL BHOPAL

- 11.1 Water, Compressed Air, Electricity required for repair of Water cooler cum purifier units can be supplied free of cost, as available with the factory premises.
- 11.2 Brazing set, welding machine, Drilling machine, etc. required for repair of Water cooler cum purifier units, can be made available to the contractor. However, Contractor has to arrange for themselves the Brazing Torch, Cutter & regulators.
- 11.3 Plug top & extension cable whenever required will be given by BHEL.

12. MAINTENANCE OF RECORDS: Contractor has to maintain the following records

- 12.1 The contractor have to maintain records (in the form of Service-card) of all the water Coolers i.e. Location, Sr. No., Makes, Model , Capacity , etc.
- 12.2 Service-card to be maintained for health monitoring & registering breakdown complaints of Water cooler cum purifier having details of each unit's, i.e. Locations, Complaint No. & its completion date, servicing & breakdown details for all units.
- 12.3 The Contractor have to maintain register/record for attendance of his workers and have to present, to the AC section when demanded.
- 12.4 The contractor have to maintain the record for Material gate pass issued by AC section & have to get it cancelled on regular basis.
- 12.5 All incoming materials, taken inside the factory as spares against delivery challans/declaration slip, must have CISF gate entry no.

13. TERMS OF PAYMENTS

- 13.1 Payment shall be made on quarterly basis after completion of the work, duly certified by in-charge AC section of WE&CS deptt, against submission of Running account bill, for the said period.
- 13.2 Payment will be made to Contractor on the basis of work carried out by him which will have no relation with the payment schedule of contractor's employees. In case of MSME payment within 45days & In case of others payment within 60days.
- 13.3 Final settlement of payment (Last bill) will be made after clearing all the dues.

14. PERIOD OF CONTRACT

- 14.1 Period of contract shall be for 24 months from the date of issue of the work order for 255Nos. Water cooler cum purifiers.
- 14.2 If the performance of the above contract is satisfactory, then the contract period may be extended at the discretion of BHEL, Bhopal.
- 14.3 All units covered under the contract must be handed over to BHEL or to the next Contractor authorized by BHEL in perfect running condition. Any unit(s) handed over in defective condition, the estimated repair charge shall be deducted from contractor's final bill.



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15.0 General:

- 15.1 In addition to this scope of work, contractor has to accept all other documents attached with this contract. The special requirements in the above scope of work are intended to amplify the General Conditions of the Contract and shall be read in conjunction with them. In case of any Discrepancy between the general conditions of Contract and the special requirements, the most stringent shall apply.
- 15.2 All transportation of men & material in & outside the factory premises shall be the responsibility of the Contractor.
- 15.3 Security deposit will be returned to the Contractor after completion of 2 months form the date of final release of payment. If any dues is on the part of the Contractor, the same will be deducted from the SD.
- 15.4 All the defective parts, which will be replaced by the contractor, may be taken outside by contractor.
- 15.5 All the materials tools and other equipment brought inside the factory should be duly certified in the delivery/ declaration challan at the material gate by CISF.
- 15.6 The Contractor shall comply with the provisions of all relevant rules of the Government and or enactments, which may be enforced from time to time by State Government/ Central Government.
- 15.7 The statutory obligation of payment of provident fund to the workers engaged by the contractor is binding of the contractor and there shall be no additional liability to BHEL on this account.

16. Workmanship:

- 16.1 The work shall be carried out to the satisfaction of BHEL Engineer-in-charge. Incase of any dispute, decision of AGM (EMX/CMX-AC) BHEL, Bhopal will be final.
- 16.2 BHEL reserves the right to revoke the contract at any time and at any stage of the contract if BHEL finds that the work is not carried out to its satisfaction or for any other reason(s) which are prejudicial to the interest of BHEL, Bhopal and also forfeit the EMD, SD, etc

17. Compensation:

- 17.1 BHEL, Bhopal shall not be liable for any compensation, what-so-ever in the case of accident/ injury to the persons employed by the Contractor, working in the premises of BHEL Factory & Township.
- 17.2 Contractor will indemnify and compensate BHEL for any loss or damage to the property of BHEL due to the Contractor's workmen/ representatives negligence or otherwise during execution of the work.

18. Abandoning the Work:

- 18.1 In the event of Contractor abandoning the work, BHEL reserves the right to get the unfinished work completed at Contractor's risk and cost.

19. Price variation clause:

Prices are firm basis & No PVC shall be applicable throughout the contract period.