



**BHARAT SANCHAR NIGAM LIMITED**  
**(A GOVT. OF INDIA ENTERPRISE)**

Office of the General Manager, KODAGU Telecom District,  
Madikeri– 571 201

**BRIEF TENDER NOTICE**

On behalf of BSNL, the General Manager, Kodagu Telecom District, Madikeri, invites sealed Tenders from reputed Manufacturers/Experienced Repairers of Window/Split Air Condition Units for carrying out the work of “**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR WINDOW/SPLIT AIR CONDITION UNITS**” of different makes installed in various telephone exchanges in KODAGU Telecom District. Full details of the tender conditions may be obtained from SDE ( MM ), Office of General Manager, KODAGU Telecom District, Madikeri– 571201, on all working days between 10.00 hours to 16.00 hours on payment of Rs. 563.00 per copy (non refundable)

The last date for submission of tender is 12.10.2008 up to 14.30 hours.

The NIT is also available on BSNL web site,

**[www.karnataka.bsnl.co.in](http://www.karnataka.bsnl.co.in)**

Signature of Bidder:



## **BHARATH SANCHAR NIGAM LIMITED**

(A Govt. of India Enterprise)

Office of the General Manager, KODAGU Telcom District,  
Madikeri – 571 201

### **SECTION: I**

### **NOTICE INVITING TENDER**

**Tender No. KDG TD/MM/Tender/AMC/Window-Split/AC Units/2009-10/01 dt. 09.09.2009**

On behalf of BSNL, the General Manager, Kodagu Telecom District, Madikeri- 571 201, invites sealed Tenders from reputed Manufacturers/Experienced repairers of Window/Split Air Conditioner Units, for carrying out the following works:

**01.** Name of the work :- Comprehensive Annual Maintenance Contract for window/Split Air Condition Units of different makes, installed in various Telephone Exchanges/Offices in Kodagu Telecom District.

**02.** Area of contract and EMD/SD details:

Area	Zone	No. of AC units available (approx)	Total Cost of the Tender (Approximate)	EMD/SD details	Eligibility
Kodagu Telecom District	01	150	Rs. 5,00,000.00	Rs. 12500/-(EMD) Rs. 37500/-(SD)	Reputed manufacturers /experienced repairers only

**NOTE:** 1) EMD is compulsory to all the participating bidders  
2) SD is for successful bidders only

**03. Period of contract : TWO YEAR from the date of agreement**

**04. Cost of Tender : Rs. 563.00 (Rs. Five hundred sixty three only)  
Document per copy (non refundable)**

**05. NOTE: SD is applicable to only successful bidder. EMD is compulsory to all bidders.  
and the Mode of payment SD & EMD by DD only .**

4. Mode of Payment : The intending suppliers may obtain the Tender document from the Sub Divisional Engineer (Material Management), 2<sup>nd</sup> Floor, O/o G.M. Telecom, Kodagu. TD, Madikeri on any working day from 20-9-2009 to 12-10-2009, 1300 Hrs by producing Cash receipt for Rs.563/- (Rs 500/- + KST) paid in cash at cash counter of Accounts officer(Cash) O/o G.M. Telecom, Kodagu TD, Padmavathi Complex, Gowli Street Madikeri – 571201 or DD drawn in favour of “BSNL Kodagu TD Madikeri – 571201” which is non-refundable. The documents may also be down loaded from the BSNL Web site [www.karnataka.bsnl.co.in](http://www.karnataka.bsnl.co.in) the tender may be submitted with an application fee of Rs. 563/- in the form of DD in addition to the EMD with Certificate as per the format available in page No3.

Signature of Bidder:



**SECTION - II**  
**BID FORM**

NIT No. KDG TD/MM/Tender/AMC/Window-Split/AC Units/2009-10/01 dt. 9.09.2009

To,  
The General Manager, Telecom,  
BSNL, D. K. Telecom District,  
Madikeri-571 201.

Dear Sir,

Having examined the conditions of contract and specifications including addenda No-----  
-----, the receipt of which is hereby duly acknowledged, We, the undersigned, offer to execute the work of “Comprehensive Annual Maintenance Contract for Window/Split Air Condition Units” installed in Telephone Exchanges/Offices in KODAGU Telecom District in conformity with said conditions of contract and specifications as may be ascertained in accordance with the schedule of prices herewith and made part of this Bid.

We undertake, if our Bid is accepted, that we will execute the work in accordance with specifications, time limits & terms and conditions stipulated in the tender document.

If our Bid is accepted, we shall submit the securities as per the conditions mentioned in the contract.

We agree to abide by this Bid for a period of 240 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a format agreement is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

Dated this----- day of -----2007

Signature of authorised Signatory -----

In capacity of-----

Duly authorized to sign the Bid for and on behalf

Of-----

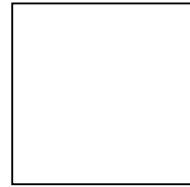
Witness-----

Address-----

Signature-----

Signature of Bidder:

**SECTION - III**  
**TENDERER'S PROFILE**



Passport size photograph of the  
Bidder/Authorised signatory  
Holding Power of Attorney

**GENERAL**

1. Name of the Tenderer/Firm----- :
  
2. Name of the person submitting the tender  
Whose Photograph is affixed----- :  
(In case of Proprietary/Partnership firms  
the tender has to be signed by Proprietor/  
Partner only, as the case may be)
  
3. Address of the Firm :
  
4. Telegraphic Address :
  
5. Telephone Number with Office :  
STD code Fax :  
Residence :  
Mobile :
  
6. Registration & incorporation particulars  
of the Firm :  
a. Partnership. b. Proprietorship  
c. Private Limited. d. Public Limited  
(Please attach attested copies of documents  
of registration/incorporation of your firm  
with the competent authority as required  
by Business Law)
  
7. Name of the Proprietor/Partners/Directors :
  
8. Bidders License Details a. Category :  
b. Number :  
c. Issued on :  
d. Valid up to :  
  
(An attested copy of the License may  
Please be enclosed )

Signature of Bidder

9. Tenderer's Bank, its address and current  
Account No :

10. Permanent Income Tax number &  
Income Tax Circle :  
(Please attach copy of the last  
income tax returns )

11. KST/CST/KVAT/WCT &  
Registration No. :

12. Service Tax Registration No

13. Copy of experience certificate issued  
by not below the rank of Divisional  
Engineer or equivalent of BSNL or :  
any other PSUs

14. Details of Technical and  
Supervisory staff :

I/We hereby declare that information furnished above is true and correct.

Place :

Date :

Signature of the Bidder/Authorized signatory :

Name of the Bidder :

Seal of the Bidder

Signature of Bidder

**SECTION IV**  
**TERMS AND CONDITIONS**

- 01.** Tender should be accompanied by a requisite EMD as mentioned in Para (2) of Section-I, as per the Zone , in the form of DD drawn in favor of **BSNL KODAGU TD, Madikeri**. The EMD can also be paid in cash at the cash counter of this office. No cheque, Postal order, Bank guarantee or Money order will be accepted.
- 02.** The tenderers should quote their rate per unit , inclusive of rates for spare parts ( ie. rates for all the required spare parts including compressor replacement, if any, during the tender period). Taxes and other charges, if any, may be quoted separately, as per the proforma in the Financial Bid Form ( Section VI), in figures & words.
- 03.** Tenderers should furnish their full address, telephone number, Income Tax PAN number , KST/CST/KVAT/WCT Registration No. etc... in the quotation.
- 04.** The EMD of the tenderer will be forfeited to the BSNL, if the tenderer withdraws his tender after opening of the tender.
- 05.** The EMD of the unsuccessful tenderer will be refunded only after approval of the Tender. The EMD/SD of the successful tenderer will be retained with BSNL as Security Deposit and will be refunded only after satisfactory completion of tender period. The EMD / SD while in custody of the BSNL will not carry any interest.
- 06.** In case, the work of maintenance is not executed within the stipulated date and time, the General Manager, Kodagu Telecom District, Madikeri reserves the right to get the work done through any other firms/agencies and in such event, the cost of carrying out the work from out side agency shall be reimbursed to the BSNL, by the tenderer.
- 07.** The repair/maintenance work should be carried out at Telephone Exchange site/office premises and in case of major repairs, where the units cannot be repaired at site, the unit may be repaired / serviced at the contractors workshop. No transportation / freight charges will be paid in such cases. No Travelling Allowance will be paid for maintenance/break down calls. The rate quoted should be inclusive of all charges ( excluding Taxes )
- 08.** The spares required (including compressor) for the maintenance/repair work should be provided by the bidder himself. The validity of Tender period is **Two YEAR** from the date of signing the agreement. However, the General Manager, Kodagu Telecom District, Madikeri, reserves the right to terminate the tender contract at any time, if, the work performance is not satisfactory and if, maintenance/repair work is not carried out by the contractor, within the stipulated Period, along with forfeiture of EMD/SD.
- 09.** No advance payment will be made under this contract. The payment of the bills will be made by Accounts Officer (Cash), Office of General Manager, Kodagu Telecom District, Madikeri, against pre- receipted bill in duplicate, which should be submitted to GM Office, through respective JTOs/SDEs/DEs of the exchanges. **The bills should be submitted quarterly.**

**Signature of the bidder**

10. The General Manager, Kodagu Telecom District, Madikeri reserves the right to reject any or all the tenders without assigning any reason whatsoever and it is not binding on him to accept the lowest tender.
11. The damage done to the equipment during servicing/fault clearance shall be made good by the contractor at his cost.
12. Statutory levies such as Income Tax , Work Contract Tax etc. Will be deducted from the bills at source as applicable from time to time at the time of passing the bills.
13. Within 15 days, from the date of intimation, the successful tenderer should pay the required Security Deposit and execute an agreement (Section V) with the concerned Divisional Engineer, failing which the EMD will be forfeited.
14. Incomplete and conditional tenders will be rejected. Quoting of unrealistic rates will be treated as disqualification.
15. The General Manager, Kodagu Telecom District, Madikeri, reserves the right to award the tender to more than one tenderer.
16. None of the near relatives of BSNL/DOT employees are permitted to participate in the tender or no one connected with or in the employment of BSNL/DOT shall ever be admitted as a partner of the contractor. In case, at any stage, it is found that the information given by the tenderer is false/in correct, the General Manager, Kodagu Telecom District, Madikeri shall have the absolute right to take any action as deemed fit without any prior intimation to the tenderer.
17. The Company shall consider award of contract to only those of eligible bidders whose offers have been found technically, commercially and financially acceptable.
18. The Tender which does not furnish correct and complete informations and not accompanied by the EMD/certificates claiming exemption are liable to be rejected.
19. The BSNL reserves the right to accept or reject any bid and contract without assigning any reason what-so-ever and without there by incurring any liability to the affected bidders on the grounds for the department action.
20. In addition to the existing AC Units, this contract will also be applicable for any new AC Units, added at the present/new stations within the District.
21. The tenderer should repair the Voltage stabilizers, AC units including the electrical wiring within 24 hours of reporting by the concerned user. Failure to attend, a penalty of Rs. 50/- per day will be charged with a case mark.
22. At Present, AC Units are purchased and installed from different manufacturers. The successful tenderer shall be in a position to undertake the AMC for AC Units of any manufacturers.
23. The approved tenderer should take over all the AC Units on “ **AS IS where is BASIS** (ie. the AC Units either in working condition or under faulty) The faulty AC units, if any, should be repaired by the approved tenderer, immediately after taking over of the same, as faulty AC units are also covered under AMC. The List of AC units available in KODAGUTD is enclosed to this tender. (Section VIII).
24. The contractor should ensure that maintenance card/job card is prepared for the work done and got countersigned by the officer in charge of the installation. **The contractor shall under no circumstances sublet the contract.**

**Signature of bidder**



25. The tenderer should have a fully equipped workshop at Madikeri with Telephone facility. Details of the workshop available may be furnished with necessary documents.

26. Bills should be produced in the prescribed format serially printed incorporating KST / CST / KVAT/ WCT Registration No., IT PAN No, Service Tax registration No etc. as per standard.

27. Bills will be settled within 30 days of receipt of the bills by GMT- Madikeri, subject to satisfactory certificates and requirements.

28. The contractor shall obtain a valid license under Contract Labour ( R&A) Act- 1971 before commencement of the work and shall continue to have the valid license until completion of contract work. The contractor shall follow all the contractors labour regulations while employing his labourers.

29. The contractor should be fully aware of the “ Provisions of EPF & Miscellaneous Provisions Act 1952 and Employees Provident Fund Scheme 1952.” The contractor is responsible for the fulfillment/compliance of the said EPF Act 1952, in respect of labourers/employees engaged by him for performing the work of BSNL.

30. Any attempt of negotiation or bringing influence by any means for the acceptance Of the tender will render the tender application liable to be rejected from consideration.

**31. Documents to be supplied by the bidder:-**

1. **Manufacturing License for Window/Split Air Condition Units/ Authurised dealer certificate from manufactur.**
2. **IT / PAN card copy.**
3. **KST/CST/KVAT/WCT Registration Certificate (photo copy)**
4. **Experience certificate for repair of Window/Split AC Units issued by the officer not below the rank of DET or equivalent of BSNL or any other PSUs.**
5. **Bid security**
6. **In case of firms, Firm registration details with partnership deed. (for partnership firms)**
7. **Bid form duly signed**
8. **Tenderers profile duly filled in & signed.**
9. **Workshop infra-structure details and testing equipments available details for repair of AC Units.**
10. **Service Tax Registration No if service Taxes is claimed**

**32. SUBMISSION OF TENDER:**

The sealed Tenders superscribed as “ **TENDER FOR COMPREHENSIVE AMC FOR WINDOW/SPLIT AIR CONDITION UNITS IN KODAGU TELECOM DISTRICT** ” and should be addressed by name to Smt Shyamala V. Bhat, **Divisional Engineer (Plg), Office of General Manager, KODAGU Telecom District, Madikeri- 571201**, so as to reach him on or before 14.30 hours of 12.10.2009. The tenders will be opened on the same day at 15.00 hours or on next working day, in case of unforeseen closure of the offices, in the presence of such of those tenderers or their agents as may choose to attend. Unsealed tenders will not be accepted. The BSNL will not be liable for postal delay or any other reasons whatsoever.

Sd  
**Divisional Engineer (PLG)**  
O/O GM Telecom  
Madikeri-571 201

signature of bidder

**SECTION-V**  
**AGREEMENT**

(The successful tenderer shall have to execute the following agreement)

This agreement made on this----- day of ----- month -----year between M/s-----herein after called “ The Contractor (Which expression shall unless excluded by or repugnant to the context, include its Successors, heir, executors, administrative and assignee) of the one part & BSNL of other part.

Whereas the contractor has offered to enter into contract with BSNL for the execution of work of **Comprehensive Annual Maintenance Contract for window/Split AC Units** installed in Telephone Exchanges in **KODAGU Telecom District** with supply of men & spares and other associated works in Kodagu Telecom District on the terms and conditions herein contained and rates approved by BSNL (copy of Rates annexed) have been duly accepted and whereas the necessary Security Deposits have been furnished in accordance with the provisions of the tender document and whereas no interest will be claimed on the security deposit.

Now these presents witness and it is hereby agreed and declared by and between the parties to these presents as follows.

1. The contractor shall during the period of this contract that is to say from----- to----- or completion of work for----- ( In words )----- whichever is earlier or until this contract shall be determined by such notice as is herein after mentioned, safely carryout, by means of labours employed at his own expences and by means of tools, impliments and equipment etc... to be supplied by him to his labour at his own expenses, all documents(annexed to the agreement),when the Government or the SSA Head or any other persons authorised by the SSA Head in that behalf require. **It is deemed to be understood by the contractor that the quantity of work mentioned on the schedule is likely to change as per actual requirements as demanded by exigencies of service.**

2. The Notice Inviting Tender (NIT), Bid documents, Letter of Intent, Approved rates, annexed hereto and such other additional particulars, instructions, drawings, work orders as may found requisite to be given during execution of the work shall be deemed and taken an integral part of the contract and shall also be deemed to be included in the expression “The Agreement” or “The Contract” wherever herein used.

Signature of the bidder.

3. The contractor shall also supply the requisite number of workmen with men & materials as well as tools, appliance, machines, impliments, vehicles for transportation, cartage etc...required for the proper execution of work within the time prescribed in the work orders.

4. The contractor hereby declares that nobody connected with or in the employment of the B.S.N.L./DOT is not/shall not ever be admitted as partner in the contract.

5. The contractor shall abide by the terms and conditions, rules, guidelines, construction practices, safety precautions etc... stipulated in the tender document including any correspondence between the contractor and BSNL having bearing on execution of work and payments of work to be done under the contract.

6. In witness whereof the parties presents have here into set their respective hands and seals the day and year in----- above written :

Signed, sealed & Delivered by the  
Above named Contractor in the presence of,

Witness :

1.

2.

Signed & Delivered on behalf of BSNL

Witness :

1.

2.

Signature of the bidder.

**SECTION-VI**  
**FINANCIAL BID FORM**

To,

The General Manager, Telecom,  
D. K. Telecom District, Telecom House,  
Madikeri-571 201.

Dear Sir,

Sub: Our Financial Bid for Comprehensive Annual Maintenance Contract for Window/Split AC Units installed in Telephone Exchanges/Offices **in KODAGU Telecom District.**

Ref: Tender No. W2/Tender/AMC/Window-Split/AC Units/2007-08/01 dt. 09.09.09

Having examined the tender documents, terms and conditions of the tender and specifications of the work etc., stipulated therein, I/We the undersigned offer to execute the work of Comprehensive Annual Maintenance Contract for Window/Split AC Units for two years, in conformity with the said specifications and conditions of contract at the rate quoted below:

**RATES QUOTED FOR AMC&SPARE PARTS FOR AC UNITS OF KODAGU SSA**

1. Rate for quarterly maintenance charges/serviceing /Repair Rs .....  
(for quarter) per unit (Excluding spare Parts) & ((Excluding service charge) in words.....
2. Rate of Spare parts inclusive of all statutory levies including VAT.

SI No	Name of Items	In figure( Rs)	(in words) (rupee)
1	Compressor replacement (with Exchange basis)		
2	Fan Motor New		
3	Start Capacitor replacement		
4	Run capacitor		
5	Fan Capacitor		
6	Relay replacement		
7	Thermo start replacement		
8	Condensor replacement		
9	Cooling coil replacement		
10	Fan Blower replacement		
11	Fan blade replacement		
12	Fan bearing replacement		
13	Fan motor shaft replacement		
14	Gas leak testing and welding		
15	Patch work and painting of AC units		
16	Base plate replacement		
17	Cradle replacement		
18	Stabilizer repairs		
19	Selector switch replacement		
20	Remote control repairs		

Signature of the bidder

Note:

1. Spare parts replaced will have the warranty through out the period of one year.
2. service tax if any should be shown separately and paid copy of Service tax challan should be sent along with next bill

EMD paid vide DD/No..... dtd.....  
Bank.....

If my/our Bid is accepted, I/We shall submit the security Deposit as per the conditions mentioned in the Contract.

I/We agree to abide by this Bid for a period of 240 days from the date of opening of financial bid and it shall remain binding upon us and may be accepted at any time before the expiry of that period. I/We also agree that our quotation is only for item of jobs mentioned in the Tender documents.

Date :  
Place :

Signature of the Bidder :  
Name and address :

Signature of bidder

**SECTION VII**  
**SCOPE OF THE CONTRACT**

The contract will cover maintenance service of Window/Split Air Condition Units of different makes, including associated Voltage Stabilizers, installed in various Telephone Exchanges/Offices in KODAGU Telecom District,. The following services are required to be provided by the contractor during normal working hours.

01. Quarterly inspection and servicing of the Units.
02. Attending to the Units including Voltage Stabilizers, as and when required within 48 hours or within the stipulated time as reported by the concerned user. Failing to attend, a penalty of Rs. 50.00 per day will be charged, with a case mark.
03. Replacement of spare parts of AC Units, Voltage Stabilizers and Compressors have to be done at the cost of the tenderer during the contract period.
04. Repairing /overhauling the components of the equipment at site/contractors service station, including replacement of worn out parts (including compressor), when found necessary.
05. Compressor replacement should be done within 15 days from the date of Reporting failure.
06. Replacement of compressor is of same make and should have the Warranty/ Guarantee of minimum of ONE YEAR with warranty/guarantee card which should be handed over to the officer in-charge of the installation.
07. Checking the unit performance duly conducting cooling test and checking the temperature at various locations.
08. Replacement of Air Filters, when found necessary.
09. If, any unit is declared unserviceable during the contract period/at the end of the contract period, cost of such AC units will be recovered from the contractor.
10. All the AC units including Voltage Stabilizers should be made over to BSNL in good condition after the end of the contract period. If, any unit observed to be not working after the end of the contract period, cost of repair of such AC units will be recovered from the contractor.
11. Service / Maintenance report should be maintained in each case and should be enclosed to the bill duly countersigned by the officer in-charge of the installation. Report should contain the following details
  - a) Name of the exchange
  - b) Make of AC Unit
  - c) Type of AC unit
  - d) Sl. No. of AC unit
  - e) Date and Time of call
  - f) Date and time of report
  - g) Time of restoration
  - h) Nature of failure
  - i) Probable cause
  - j) Action taken
  - k) Components replaced

Signature of bidder

